

Changing Lives, Changing Communities

...taking my place



Deep Dive Summary Report

Changing Lives, Changing Communities

June 2020

What will it take for us to be champions of social change in our communities?

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 together the summary of a deep dive with QDN leaders with disability, who stepped up to lead work in their community to drive change and build more inclusive communities by and for people with disability. This reflects work that occurred from July 2018 to June 2020. The views expressed in this document reflect the conversation and are not necessarily the views of the host organisations.

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.



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Introduction

Changing Lives, Changing Communities is a program of community led change through local conversations, local storytelling, local visioning, and local action to help build more inclusive communities across Queensland, to create communities where “everyone contributes, matters and belongs”.

Initially developed as a partnership between Queenslanders with a Disability Network (QDN) and the Queensland Council of Social Service (QCOSS), the program also extended the partnership to the Queensland Human Rights Commission (QHRC). Key to the model also lays in partnership at the community level with the Local Government Council.

The National Disability Insurance Agency (NDIA) through the Information, Linkages and Capacity (ILC) funded this work in six communities with key focus on the leadership and inclusion of people with a disability. These locations were:



- *Brisbane* – key metropolitan city
- *Mackay* – regional hub with population impacts by changes in mining and employment
- *Caboolture* – community with broad cross section of marginalized 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

Through the partnership and further investment by QCOSS, an additional 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. ¹

In the six ILC funded locations, the events were led and facilitated by QDN, including QDN local leaders who are people with disability – working with the project partners, the Local Government Council within each community, and other key leaders within that community from mainstream and community services. While the QCOSS forums were focused on broad community inclusion, the involvement of QDN local members supported engagement of people with a disability within a broader community context. The work built on activity by QDN and QCOSS in Townsville over the previous two years and the work in this community had very strong engagement by people with a disability.

¹ Due to COVID-19, the second-year forums in Gold Coast, Normanton and Gladstone were not able to proceed.

The Work

Changing Lives, Changing Communities brought together a cross section of the community in two events in each community over two years, with each event being held over two days.

To support localised design and individual leadership, core Hosting Teams were established in each location. The Hosting Teams led the formation of the forums, providing advice and guidance on local content, speakers, and supporting the engagement of a broad cross section of community.

The forums were designed around a core question for each community:

What would it take to create a community where everybody contributes, matters and belongs?

Changing Lives, Changing Communities was designed around this core question to bring people together to discuss the important elements of inclusion. Inclusion, at its heart, is about all people finding a place in community where they can contribute, matter and belong and can access what they need, like a place to call home, good health, transport, education, and meaningful employment.

The purpose, principles and outcomes of Changing Lives, Changing Communities were centred on inclusion and the question, the methods and the leadership frameworks were designed to demonstrate different ways of working together. Through the tools and methods used, an experiential learning environment was created in which participation and leadership of the conversations were open for all people, of all abilities and of all parts of the community, and provided a framework for building inclusive communities and participatory leadership.

The direct engagement and leadership of people with a disability was critical to the project. In doing this, people with a disability were leading, shaping and influencing their communities. In each community, Local Champions were identified to lead and guide the work, supported by QCROSS and QDN through a two-day training event, and a Community of Practice to support their ongoing leadership development. 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-design, co-create, lead and influence in their communities.²

There was a total of 13 QDN leaders who took on this formal role across the 6 locations. This included 4 women and 9 men, with diversity across disability. Across the six ILC regions, 714 people participated in the Changing Lives, Changing Communities events over the two years, with nearly 30% of these being people with a disability. Including the QCROSS regions, over 1,200 people participated with almost 20% representation of people with a disability. *(Images below from Local Champions Training)*



² Further information about the design and approach used in Changing Lives, Changing Communities can be found is available in the Final Report.

Information, Linkages and Capacity Building Outcomes

The Information, Linkages and Capacity Building outcomes have guided this work and the project's core focus on people with disability who:

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.

Participatory Leadership

The Changing Lives, Changing Communities work used a range of underpinning approaches to guide the project. This included QDN's core pillars underpinning our work:

- (a) keeping *informed* with accurate and up-to-date information,
- (b) *connecting* people to information and resources,
- (c) *leading change*, and
- (d) *influencing* the access and participation of people with disability in all areas of life.

In addition to this, Changing Lives, Changing Communities used participatory leadership practices to support the engagement, development, and leadership of people with a disability across all aspects of the work. These practices frame the work of community change as a collective venture in which it is only by ensuring the participation and leadership of ALL parts of a community can we make change and create communities in which 'everyone contributes, matters and belongs'.

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. In Changing Lives, Changing Communities this is expressed through outcomes for people with a disability on three key dimensions as follows:

Individual leadership:

1. People with a disability are connected and have the information they need to make decisions and choices.
2. People with a disability will build skills and confidence to participate and contribute to community through being active participants of the work, co-creating to achieve ways forward to increase social and economic participation, and link with mainstream services.

Leadership in the Forum:

3. People with disability will be equal and valued participant at the event, showcasing people with disability's contribution to community and participating in the same community activities as everyone else.

4. People with disability will also through leading the event, showcasing their active contribution to leading, shaping and influencing change in their own community, and moving into a place of leadership

Leadership in the Community:

5. The project will create pathways for opportunities to work together across all parts of community, to successfully realise the benefits of the inclusion and social and economic participation for people with disability and link people to the infrastructure, mainstream services, and supports within the marketplace that meets individual needs and drives sector and community reforms and innovation

I learnt about lot of key contacts – before this I didn't know QDN or QCOSS existed. I was really excited to get the opportunity to train the Gold Coast Ferry staff from these connections. Also, the real diversity of those with disability we had at the forum. I picked up a number of personal connections, across the community and within Council. One thing I have noticed has changed is the increase of information that is coming to me – eg. emails. I feel like I am more informed about what is going on, on a larger community-based level.

Methodology for this report

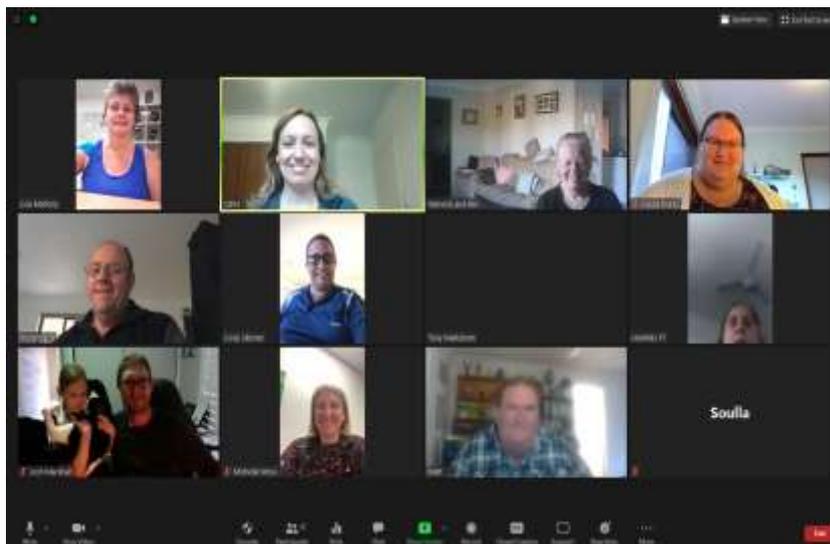
QDN members who took on these leadership roles in the six locations were invited to participate in a 'deep dive'.

To gather evidence and impact, a range of approaches were used within the COVID-19 environment that included:

1. Individual reflection with structured questions
2. Group reflection meeting
3. Community impact – interviews conducted by QDN champions with Changing Lives, Changing Communities participants in their community

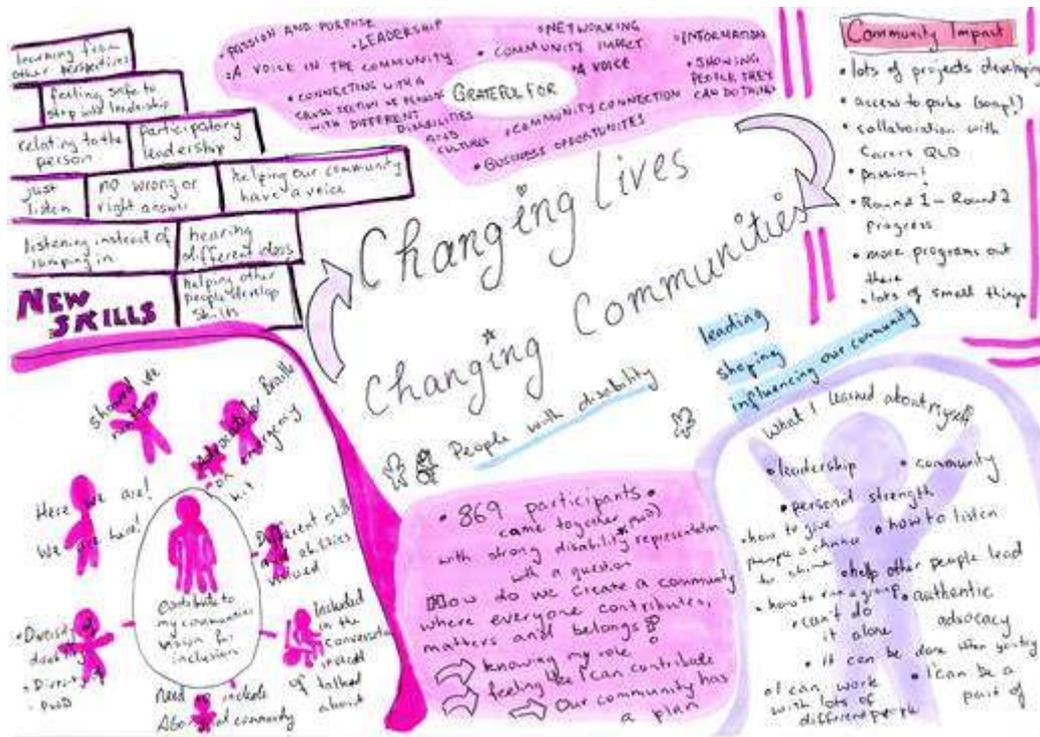
See Appendix 1 for interview questions used across the 3 levels.

With face to face engagement not possible due to the impacts of COVID-19, we used the following written and virtual approaches for engaging the Local Champions from the six ILC communities. This included a 'Deep Dive' Zoom meeting - a facilitated conversation with the Local Champions from the six ILC communities. (*Image below – Deep Dive Meeting*)



A visual representation of the outcomes of this conversation are provided in Figure 1 below. This diagram was produced by one of the Local Champions as a graphic harvest of the conversation.

Figure 1:



QCOSS, QDN and the QHRC also co-hosted a virtual Local Champion ‘Community of Practice’ event for all Local Champions across the twelve communities. The outcomes of that conversation are provided as Appendix 2.

The following section provides a summary of these discussions and an overview of how the project supported leadership across these three dimensions aligned with the project outcomes. (Photos below from Local Champions training. Image 1: QDN Mackay Local Champions and Image 2: Group of participants at the training)



Participatory Leadership in Action – Outcomes for people with a disability

As outlined above, the art of participatory leadership is like an onion ring – working from the inside out – from individual, to group, to community. Through Changing Lives, Changing Communities, the effects of building individual leadership through to community have been evident.

This leadership is explored at the following levels:

1. Individual leadership
2. Leadership through the Changing Lives, Changing Communities Forum
3. Leadership in the community

I think we've probably all used those skills in ever meeting we're going into, which means it get passed on to every meeting we're going to, and hopefully in every meeting we go into, it kind of has that knock on effect. (QDN Local Champion, Toowoomba)

Individual leadership

Outcomes:

- *People with disability are connected and have the information they need to make decisions and choices.*
- *People with disability build skills and confidence to participate and contribute to community through being active participants of the work, co-creating to achieve ways forward to increase social and economic participation, and link with mainstream services*

Leadership by people with a disability was integral to Changing Lives, Changing Communities throughout the whole of the project. The project recognised that leadership is firstly an individual journey – making change in communities requires skills, confidence, and an understanding of self.



Leadership practices were modelled in the first round of forums, and opportunities for experiential learning were provided through the Hosting Teams and in the forums themselves. Two people with disability were part of every hosting team in each location. QDN's leaders were drawn from the existing leaders who were in the roles of Local Group Convenor of QDN's local peer support groups, an invitation was also extended to an emerging leader. After the

first round of forums, QCOSS and QDN identified a need for formalised leadership development program and a structured broader locally champions approach. In response to this, an expression of interest process, and a two-day leadership training program was held for 56 successful Local Champions. This laid the foundations for building community level capacity to this group who would be supported to step up into their leadership through the second round. For the six ILC regions, this opportunity was extended to all QDN Local Support Group Convenors providing a new opportunity to develop these important roles in each community. For the QCOSS regions, people with a disability took up the role in Mt Isa and Cairns. In total 22 people with a disability participated in the local champions training.

Multiple leaders, you can't do everything yourself, you know, that's the one thing I did learn, that you try to put your right foot forward but the left one keeps following you too so it makes it a bit hard to be the only one doing it, but now that you've got other people involved you know you can achieve better things and outcomes for your community with other people being involved. (*QDN Local Champion, Caboolture*)

A two-day training program was held in Brisbane in March 2019 in which Local Champions were introduced to Participatory Leadership principles and approaches including a range of practical methodologies and process for supporting community conversations of change. A Community of Practice was formed to bring the Local Champions together on a regular basis, to reflect on their leadership journey and practice their skills. Further information can be found in Appendix 2.

These skills were then used by the Local Champions in the second round of forums and have been able to be used across the community as the Champions continue their work.

I think myself, I've learnt how to run a group, how to give a person a chance to shine themselves, and how to give people time to talk. (*QDN Local Champion, Gold Coast*)



(*Josh – QDN Local Champion Toowoomba*)

The Local Champions have identified that the training and the opportunity to practice the skills has built their confidence to be a leader in their communities. They have demonstrated the core foundations of personal leadership – knowing self and acting as role model, learning and practicing the skills of leadership including the expectations of others efforts, and connection with others through listening, working together, acknowledgement and building of the strengths in people and supporting others to shine.

One of the critical elements of leadership is to be able to deeply listen. When we deeply listen, we create connections and create energy. Deep listening also requires us to practice open enquiry, putting aside judgements and assumptions.

I think that in Changing Lives, Changing Communities, one of the big experiments that we had to do was to be more of a listener rather than talking, so listen, you see some ideas when you listen and be more of a listener, and that's a big change for everyone, because for you to talk and talk rather than being a listener, so that taught us to be more of a listener, to lead, just instead of jumping in and talking over the top of everybody. (*QDN Local Champion, Caboolture*)

Closely aligned to principles of deep listening in leadership practice, is taking the time to value the opinions and ideas you hear and working together to progress them. This enables a shared leadership, shared ideas and creates momentum for change for individuals and in communities.

the first CLCC we had on the Gold Coast was great, but the training took it to that next level where we got together with people across the state to share ideas. Eg. People from up on the Fraser Coast or up in Townsville realising they had the same issue as us down on the Gold Coast. (*Emerging Leader: Local Champion training participant, Gold Coast*)



(Image: Traditional welcome at Local Champions training)

...to really value other people's opinions and put those all forward, so it's a shared opinion and shared community to create the change and support. (*QDN Local Champion, Toowoomba*)

Shared leadership and working together were key themes identified by the Local Champions as part of their learning from Changing Lives, Changing Communities. An understanding that we are not alone in wanting to make change and that together we can make a real difference.

What you all learned from Changing Lives, Changing Communities is that a lot of people really want to make a difference and a lot of people have varied ways to do this, a lot of people have a lot of great networks and connections and have a really good sense of, I suppose, justice in the disabled realm around being an authentic advocate of disability, and what I've learnt is I'm not the only one that can make a difference. I've learnt that other people have a lot to offer the service, and I need to

step back from time to time and let other people take a lot of direction. (*QDN Local Champion, Toowoomba*)

A connection to others supports a focusing on the strengths of each other and working together. It is not just what one person can, or cannot do, but what are we are each able to do and what we can do together.

This work has helped me move to an approach where I'm thinking here's what I'm good at and here is how I connect to my community and other spaces and I don't think about myself as being bad at stuff like I used to because I'm connecting to my community and connecting with other people and ideas. (*QDN Local Champion, Toowoomba*)

At the heart of good leadership is an understanding of self. Underpinning the change work achieved by Changing Lives, Changing Communities was the opportunity for people with a disability to learn about themselves, grow in confidence and take their passion to their communities to lead, shape and influence change.



(*Sharon: QDN Local Champion Toowoomba*)

To bring out leadership within yourself is to make other people blossom to have a voice.

(*QDN Local Champion, Normanton*)

Leadership in the Forum

Outcomes:

- *People with disability as equal and valued participants at the event, showcasing people with disability's contribution to community and participating in the same community activities as everyone else*

- *People with disability leading the forum and demonstrating their active contribution to leading, shaping and influencing change in their own community, moving into a place of leadership.*

In each location, a Hosting Team was formed that was unique and reflective of the demographics and leaders within the local community, including people with a disability. The Hosting Team guided the development of the forum – identifying important areas, stories of change in their community, and ensuring the forum was responsive to the opportunities and strengths of the community.

The Hosting Team met regularly and connected with other key people across the community services and the broader community who were ‘movers and shakers’ in their community. This group worked together to plan the event and over time built the capacity to step into roles of leadership and hosting.

The Hosting Teams provided a valuable space in which all members could practice their leadership skills in a safe and welcoming space. This then built confidence to take their leadership journey further, in the context of the broader forums.

What I found with Changing Lives, Changing Communities is that as I got more comfortable in that space that I don't think there was much that I could have said that would be inappropriate, and actually I found that other participants said stuff and it was completely unexpected and not really what we were talking about, but it was always really accepted well into group, and we found a way to make it work. So that made me feel really safe to I guess step into that leadership without asking for permission (*QDN Local Champion, Toowoomba*)

It was important in the forums that people with a disability were seen to be leaders in their community and that they had an active part to play.

It was very important to actually be able to stand up and say "We are here, we are a part of this community, we need to be a part of, be involved with every facet that goes on in our community," (*QDN Local Champion, Brisbane*)

People with a disability were active participants in each forum. Story tellers who shared their individual stories of change were identified in each community, comprising both people with a disability and those without. These were people who had a story of personal leadership to share – a story that could highlight the ways in which leadership and change happens in local communities. This includes the change that the National Disability Insurance Scheme (NDIS) had made in people's day to day life around areas of employment, a place to call home, participation and inclusion in mainstream activities and community.

Our opinions were heard and noted by the rest of the participants at the forum itself. (*QDN Local Champion, Caboolture*)

People with disability also worked in various other roles across the forum including hosting conversations in small groups, welcoming guests, and supporting the overall operations of the event. This was a journey of leadership for the people involved, as they learnt and grew in roles as Local Champions and as they built understanding of the events. In Round 2, the Local Champions had been part of the Participatory Leadership training and had built confidence and skills to step up into their individual leadership. They learned how to use their voice and inclusive engagement process to influence and inform, and how to drive community-based action. This meant taking an

active role in hosting conversations through the forum, in being seen to be leaders and drivers of the project and working together to create an inclusive event.



(Group of participants at the Normanton Changing Lives, Changing Communities Forum)

Everyone had the different personality skills and different skills and ability to make the Changing Lives, Changing Communities run smoothly, in round 2 everyone had particular roles and I think that made it more inclusive and more part of our community. *(QDN Local Champion, Caboolture)*

The forum also provided an opportunity to share and showcase the contributions, and leadership of diverse people with disability. It also provided opportunities for people with disability to be the 'guest speaker' - the expert who has important knowledge, learnings, and information to share with others. In the Toowoomba forum, participants learnt from the Sudanese interpreter about the different needs of the Sudanese and African community and how disability is viewed in that community.

We're just put into a little disability box, but like there's things I have in common with everyone in this group right now because we have a disability, but like there's so much more that I don't, you know, and there's so much that I have no idea about your experience. *(QDN Local Champion, Toowoomba)*

The Normanton forum showcased and developed an understanding of the differences in the Aboriginal community, in which disability is often viewed as something to be hidden. This impacts on the ability for this community to reach out to government or to services for help. It was felt that at the forum the message was able to be heard – help is available for all members of the community. Importantly, the forum provided an opportunity for Aboriginal people with a disability and their carers to speak in their own voice and tell their own stories.

Usually I have to speak for the individuals in town and it was so, not relieving, but so gratifying, that I didn't have to talk, they had blossomed so much with our communications, with our link up group and so forth, they were able to speak out for themselves. Because usually they don't like to speak out, the Aboriginal community, because of being downgraded or not listened to, but at the forums, I was so pleased that they were speaking and people were listening to them. (*QDN Local Champion, Normanton*)

Leadership in the Community

Outcomes:

- *Create pathways for opportunities to work together across all parts of the community, inc community led work to successfully realise the benefits of the inclusion and social and economic participation for people with disability.*
- *Link people with disability to the infrastructure, mainstream services, and supports within the marketplace that meets individual needs, and drives sector and community reforms and innovation*

The work of Changing Lives, Changing Communities did not finish at the end of each forum. The skills learnt, the connections made, and the passions shared, continued to ripple out to the work each participant did in their community.

The forum offered an exceptional scope for participants to discuss what they learned amongst their individual networks after leaving the forum and breaking down any barriers that exist in their homes to their workplaces and in fact even social circles about what an inclusive community is and how it would function. (*Community Participant, Caboolture*)

This happened in several different ways. At each forum participants were invited to step into leadership and propose project ideas that would support ongoing change in their community. A significant part of the second day of each forum was spent in small groups, working together to discuss and progress these project ideas – many of which went on to achieve real outcomes in communities following the forums. (*Image below: QDN Local Champion Matt speaking at forum*)



People with disability stepped up into leadership by proposing projects and leading these discussions. The Final Project Report outlines this range of projects and ideas from year 1 and 2.

Since the forum I developed a Steering Committee to develop more comprehensively an event “Is Everybody Here Community Expo”, which was put forward as one of the projects to be engaged in the CLCC forum. This was a good opportunity for the other like-minded organisations to put a finger print into making sure that the event would be successful and inclusive of People with Disabilities as well as being a part of the staging of the event. (*QDN Local Champion, Caboolture*)

The connections that were made through the forum, through the Local Champions network and Community of Practice were then used across the community to make change for all. This connection to each other, the formation of networks and the connection to community are important elements in community building and supporting inclusion for people with a disability. With increased skills and confidence developed through Changing Lives, Changing Communities, people with a disability have moved into a range of community positions, with their voice being heard and influence being made across policy and programs.

Since this event (prior to the COVID-19 Pandemic) I noticed an increase of various representation from the disability and NGO sectors at various regional networking events, like chamber of commerce and small business networking groups etc. (*Community Participant, Caboolture*)



(Image: QDN Local Champion Nadia)

Connections with local government have been particularly important and impactful. Participation on Council committees and processes were a key feature of change following the forums in many communities. This included Mackay where the Council has brought the work from Changing Lives, Changing Communities into their Access and Inclusion Committee.

In Moreton Bay, the Council is looking at ways to make tourism more inclusive in the region and improve the quality of life for people with a disability. An online platform has been developed and

while COVID-19 has disrupted this work, it is hoped that significant outcomes will be achieved for the region both in terms of inclusion and tourism development.



In Normanton, conversations occurred around the difficulty for people with mobility issues to safely access public spaces such as the local bank, footpaths and even cross the busy main street. Following the forum, the Carpentaria Shire Council has progressed these discussions, looking to conduct a survey of people with a disability to seek their views on what was needed in this community.

In many regions, connections have been made between public agencies to support change in the local area and importantly, to include people a disability in this work.

...it was pleasing to see that after I nominated my project on the first CLCC, which was to do with disaster management and persons with disabilities, including persons with disabilities, it seemed like the different councils and departments here on the Gold Coast started to finally talk to each other, communicate, and not only that, but they were ringing me and saying, well, how do we do this? (*QDN Local Champion, Gold Coast*)

As a result of this work on the Gold Coast, disaster management resources are being produced in Braille. It is hoped that this will extend to other local government areas. Also, on the Gold Coast the Local Champions are reporting a number of accessibility improvements as a result of the growing awareness of the needs of people with a disability.

...growing awareness, so the broader community is becoming more aware that we need to be more inclusive and that there are some things that, actions that council are taking and other people to make things more accessible, and you're starting to see that kind of growing. (*Warwick, Gold Coast*)

Deaf awareness is growing in Caboolture and beyond, thanks to the growth of a business venture progressed by Local Champion, Cody. Cody has used the connections he made from the forum to progress his business delivering Deaf Awareness training to organisations and community members, after having proposed this as a project in round 1.

And I think it's been true for everyone, that grew their business and opportunity to beef-up the economy and community ideas and move it forward. (*QDN Local Champion, Caboolture*)

The skills learnt through Changing Lives, Changing Communities have had an ongoing impact on work in the communities. Box 1 outlines one example of how this has occurred in the Toowoomba region as described by a Local Champion.

Box 1: We attended a meeting that was poorly chaired, with everyone talking over the top of each other. The chair was more focused on having his own say than on facilitating the group so that everyone was heard. When we reached the one hour mark, most people stood up and left without much having been achieved or any real closure to the meeting. Only a few people stayed, and I think they were the people to whom the meeting's purpose was very important. I felt very frustrated, but that is the reason I stayed. The chair was still talking without listening, and another Local Champion picked up a whiteboard marker and said "I would like to talk and I'd like this to be my talking piece". With the support of the rest of the group, we made a natural progression to using skills from the Art of Participatory Leadership, being respectful to the meeting chair and making sure he was included and given an opportunity to speak. After about 20 minutes, the meeting chair had figured out what he wanted, and together we had thought about a few ideas to discuss at another time.

Conclusion

The core ingredients for community change are the connections, relationships, and networks. The new connections and trust that was built at Changing Lives, Changing Communities has meant that people with a disability are able to take their place as leaders in their communities.

I believe that CLCC is a great event and initiative as it brings together likeminded thinkers and community champions to make for change and assist in identifying opportunities. For some participants I spoke to during the event, they were unaware of some of the opportunities and resources already developed and available. As for the online space, centralization of information is the key and I believe that the structure of the CLCC event provides just this in a face to face environment. (*Community Participant, Caboolture*)

Changing Lives, Changing Communities created a foundation of leadership and a foundation of change. The skills learnt, and the connections made will continue to support communities to be inclusive for all people. The ripples can, and will, continue. However, there is always more to be done. The work of QDN Peer Support Groups provide an ongoing opportunity for people with a disability to step up into their leadership and practice the skills they have learnt. Connecting this work into the broader community, engaging service providers, Councils and governments into these conversations is critical if we are to truly create communities where everyone contributes, matters and belongs. LCC represented a community structure perfectly because the event itself highlighted the value and need for diversity. A range of participants from all areas of our community with different abilities participated in the event and that showcased that we each bring a unique value to the conversation around inclusion.

It was not a group where all participants had a "cookie cutter" story and, as such it shone the light on the incredibly synergy that happens when we encourage a community to speak together about community issues; that people with all abilities deserve to have a voice and take their place, in every room every community. It really demonstrated community is not an us and them, it is a we. Education and collaboration breaks down the barriers of silence and ignorance and paves the way for understanding, acceptance and growth. (*Community Participant, Toowoomba*)

Appendix 2: Deep Dive Reflection and Interview Questions for Local Champions

Individual Reflection

1. What have you learnt about yourself from your involvement with CLCC?
2. Share an example of a time where you 'stepped up' into being a leader during CLCC? (This could be at the forums, or more broadly in the community)
3. Since CLCC, what has changed for you and how you work in your community?

Group Reflection

In your role on the hosting team,

- 1) how have you contributed to your community's vision for an inclusive community
- 2) how has this contributed to your leadership in driving change
- 3) Give an example of when you had to draw on your confidence or test out new skills at the forum
- 4) How do you think CLCC has contributed to people with disability being able to contribute, matter, and belong in your community
- 5) What is one thing you are grateful for about your involvement in CLCC?

Community participant: Interview of community members who participated in forum

1. Since the work of changing lives changing communities began, what changes have you noticed around the connections, relationships or networks in the community?
2. As a result of the CLCC forums,
 - a. what did you learn?
 - b. what changes have you noticed in the community
3. How do you think CLCC has contributed to people with a disability being able to contribute, matter, and belong in your community?

Appendix 2 – Local Champions: Community of Practice Event

19 May 2020, via Zoom

“What will you take forward from your experience as a Local Champion?”

Those who attended

16 people attended the event that has held via zoom during COVID-19 period.

Thank you to the following people who participated:

Ian Daniels, Mathew Townsend, Nadia Brady, Danielle Pittis, Shawn Phua, Dominika Ricardi, Julie McTaggart, Jessica and Nicki, David Boden, Danna Baines-Faye, Mackayla Jeffries, Louise Abson, Michelle Moss, Luke Baker and Paul Mackay



Welcome to Country

We acknowledged the Traditional Owners of the land upon which we met, from our the various zoom locations:

- The hosting team and Mathew were attending from Turrbal and Jagera land (around Brisbane).
- Nadia and David was attending from the land of the Jagera, Giabal and Jarowair people (in Toowoomba).
- Danielle was attending from the land of the Kalkadoon people (in Mount Isa)
- Shawn was attending from the land of the Yugambah and the Jaggera people (in Crestmead)
- Dominika was attending from the land of the Gimuy-walubarra yidi people (in Cairns)
- Jessica, Julie and Nicki were attending from the land of the Bindal and Wulgurukaba people (in Townsville)



Check In: What's been happening for you and your community?

- Our community hasn't been affected by the lockdown
- There has been an impact on our social life
- We're working on recovery now, using the Task Groups that were set up after the floods hit our area
- We're monitoring restrictions, and keeping the government accountable
- Taking advantage of virtual training
- We've been working on tools for people with a disability to keep socially connected
- There has been so many local support groups, that we now hold through zoom – we're getting technical help from NDIS
- The lockdown has been good for reflection
- We're making sure everyone is ok and connected
- There has been a lot of events cancelled (because of the virus), but glad we squeezed our conference in before the lockdown
- A lot of work has been done getting groups together
- We're enabling people to get help without being embarrassed
- There is a cooperative attitude within the community
- Community engagement has been on-line
- There is a feeling of optimism in the community now
- We're adapting to zoom and keeping connected to people
- We're working on getting the messaging right for the refugee community
- We're keeping close contact with members
- Our relationships and structures have enabled the community to respond to the challenges

Recap on our journey together

Michelle reflected on the Local Champions involvement in the Changing Lives, Changing Communities project:

- We are coming to the end of this project in June as our funding comes to an end, it is a sad time but also a time to celebrate.
- We undertook a two-day Art of Hosting and Harvesting Conversations that Matter training in Brisbane in March 2019.
- We held forums in 12 locations across the state, over two years.
- Over 120 ideas have been generated of things that need to change and future opportunities
- There will be other work that we will do together, there are always new and emerging opportunities.
- This is a celebration of amazing people, leaders and communities who have made this such a successful project.



Benefits of being a Local Champion

We were invited to reflect on the personal and professional benefits of being a Local Champion.

- A thousand people taking one step together is more valuable than one person taking a thousand steps”
- I enjoyed being connected to like-minded people. We got great tools for communicating in groups.
- I have made great connections and friendships across Queensland through this project.
- The collaboration has been brilliant; the collective power of Local Champions means more impact.
- I saw the power and strength of working together
- It was great learning more about Participatory Leadership (the Art of Hosting).
- I was amazed at the power of the processes we used
- I felt connected to people in a very short time
- I have realised the power of collective action
- Since participating in the Local Champions training I have created 2 group pages on Facebook Messenger and on WhatsApp for people to share positive thoughts, prayers, support, feeling and encouragement to strengthen each other through this COVID 19 season.

Check out: “What will you take forward from your experience as a Local Champion”?

We checked out, one word or phrase invited, with the question:

- Connection
- Open Hearts
- Ongoing
- Generosity
- Continuing relationships
- Opportunity
- Strength
- Bravery
- Leadership
- Friendship
- Cooperation
- A sense of achievement

Appendix 2 – Training: Art of Hosting and Harvesting Conversations that Matter

March 2019



In March of 2019 training was delivered on The Art of Hosting and Harvesting Conversations that Matter. The calling question for the training was: “What will it take for us to be champions of social change in our communities?”.

We learned about:

- The Breath Pattern – the pattern for how groups can work together with a clear purpose to incorporate diverse viewpoints and take wise action
- The Triangle – essentials for a powerful conversation – NEED, PURPOSE and POWERFUL QUESTION
- Two Complementary Worldviews – the mechanistic and the living systems approaches, both useful and both reflective of how humans organise themselves
- World Café – a system to unearth collective intelligence – and explore pre-set questions

... and asked ourselves the questions:

- What time is it in the world?
- What time is it in my community?



We learned about

- Four-fold Practice (host self, host others, be hosted and be part of a community hosting itself)
- We experienced a Dialogue Walk (a method of being completely present with one another during a conversation”) by asking each other “What time is it for you?”.

We explored concepts like:

- The Chaordic Path, which explains a way of looking at the difference between leadership and management, and
- Theory U, a framework, and a method for leading change.

Then, ‘an invitation to step up to practice’ was given to us. It was an opportunity to host and/or harvest, and to sign up for the opportunity to put the learning into practice and have a go!

- Appreciative Inquiry was explored. It is a large field of study and the 5 D process is used in large strategic work.
- Deep Circle Practice was also explored, many participants stepped up to host, guard and harvest small circles where they could practice being in circle with space to be with each other in a deeper way.

We then went on to explore:

- Crafting powerful questions – where we learn what makes a question powerful and worked on some questions together that we could take into ‘Open Space”
- Open Space – where we created a space for everyone to follow their energy and passion and were invited to craft questions to explore in response to the larger question: “What would it take for me to step into my leadership with courage?”
- The Art of Harvesting – different angles and tools useful for understanding what you might need to harvest from conversations
- Design tools – for designing conversations, the simplest being the Design for Harvest template
- Harvest reflection – a reflection of the two days using the graphic harvest as a reminder
- Next Wise Steps

