

9 August 2022

Director — Disability and Transport Standards
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Dear Director,

Re: Reforms of the Disability Standards for Accessible Public Transport 2002 — Stage 2 Consultation

Thank you for the opportunity to provide feedback to the Stage 2 Consultation on reforming the Disability Standards for Accessible Public Transport 2002 (Transport Standards).

The Transport Standards are formulated as a legislative instrument under the *Disability Discrimination Act 1992* (Commonwealth), which makes discrimination based on disability unlawful in Australia. They provide detail on rights and responsibilities for equal access and opportunity for people living with disability to all public transport infrastructure, premises, and conveyances / vehicles. Unfortunately, the Transport Standards have not delivered the accessibility outcomes that were envisaged when they were established in 2002 and their future has recently been the subject of protracted deliberations and debates. The five yearly reviews required by the Transport Standards have fallen well behind the original timeline with the final report for the 2017 review only delivered in late 2021.

Given that accessible transport is fundamental for Australians living with disability to access essential services and participate in the social, cultural, and economic lives of our communities, we hope that the current reform process will help to reinvigorate the implementation of the Transport Standards. Indeed, under Article 9 of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), Australia is obligated to ensure that people living with disability can access transport services “on an equal basis with others”. Furthermore, in *Australia’s Disability Strategy 2021-2031*, federal, state, territory, and local governments have recognised the value of accessible transport services to both individual and community lives and committed to the goal of ensuring that “transport systems are accessible for the whole community” (priority number 5). The outcomes of this reform process will have a significant bearing on whether these commitments are achieved.

JFA Purple Orange has had a longstanding interest in public transport in South Australia and has regularly engaged with the disability community on this topic over many years. A wide range of insights obtained from those with lived experience in locations across the state inform this submission. In particular, we conducted transport surveys in August-September 2019 and July 2022¹ to understand how people living with disability use public transport services, the improvements that have occurred over time, and the barriers that continue to be present. Although survey respondents indicated that there have been some improvements in South Australia since the formulation of the Transport Standards, our July 2022 transport survey revealed that only 11 per cent of respondents rated the current accessibility levels of public transport as good or very good. This compares to 41 per cent who rated it as adequate, 38 per cent as poor, and 10 per cent as very poor.

In this submission, we focus on the overarching themes that we believe should direct the current Transport Standards reform process. These themes are highly relevant to the 54 proposed reform areas identified for this stage of the consultations, although we have not systematically addressed each of these in this submission.

Adopt a co-design process

It is critical that people living with disability are heard and centrally involved in shaping decisions about the content and implementation of the updated Transport Standards. The use of Regulatory Impact Statements (RIS) as the main basis for the consultations continues to skew the reform discussion toward the impacts on governments and operators while minimising the potential transformational benefits for the lives of people living with disability. We regularly hear from people living with disability that they are excluded from mainstream public transport because their access needs are overlooked and they continue to encounter disrespectful treatment by transport workers. Additionally, one of the problems with the current Transport Standards is that there is often a gap between what is formally required of governments and operators for accessibility and the actual access needs of people living with disability, which will only be avoided in the updated version if opportunities for input from the disability community are maximised.

This gap has been highlighted recently in relation to Adelaide Metro buses. In its most recent Annual Report released late last year, the South Australian Department of Infrastructure and Transport stated that “our bus fleet is now 100 per cent accessible” (p.3 and repeated on p.37). However, in our July 2022 survey, which asked respondents to consider their experiences since 1 April 2022, 40 per cent of respondents indicated that buses are still not accessible for their needs. In other words, based on fulfilling what is formally required, the South Australian Department describes its buses as “100 per cent accessible,” but this is misleading because the statement is really about compliance with current Transport Standards rather than the authentic experience of passengers who need accessibility features, such as active restraints for their wheelchairs, in order to travel safely and comfortably on public buses.

For these reasons, we strongly believe that a co-design approach involving people living with a diverse range of disabilities should be established to continue the reform

¹ We received 87 responses to our August-September 2019 survey and 29 responses in July 2022.

process and to determine the final form of the updated Transport Standards. We acknowledge the work of the National Accessible Transport Steering Committee and the National Accessible Transport Taskforce in developing the proposals for updates, however we believe that there would be many benefits gained from utilising co-design for the remainder of this reform process to ensure that there is maximum alignment between the new requirements and the full breadth of needs within the disability community. It is also more likely to deliver outcomes consistent with Australia's declared ambitions for an accessible inclusive society, including our obligations under the UNCRPD. For your interest, we attach our Guide to Co-Design to this submission.

Recommendation 1: Governments should establish a co-design process involving people living with a diverse range of disabilities to continue this reform process and determine the final form of the updated Transport Standards to ensure that they are fit for purpose and avoid any gaps between the formal requirements and lived experiences.

Implement a new approach of regulatory accountability and independent oversight

Given that the Transport Standards have been in place for 20 years now, the results of our transport surveys indicate that progress toward achieving equal access has been slow. As mentioned above, in our July 2022 transport survey only 11 per cent of respondents regarded the accessibility of public transport in South Australia as good or very good. The current complaints-based model whereby the only accountability mechanism to drive compliance with the Transport Standards is individual members of the public making complaints to the Australian Human Rights Commission (AHRC) about specific instances of discrimination has failed to produce significant change.

For this reason, JFA Purple Orange argues that stronger regulatory, oversight, and enforcement approaches are required. Broadly, we believe that the regulatory options outlined in the RIS are more likely to produce increased accessibility than the non-regulatory guidance-based alternatives or continuing with the status quo. Respondents to our July 2022 transport survey agreed, with 88 per cent supporting independent regulation of the Transport Standards. Further, given the extensive involvement of governments in providing public transport, we believe that an independent statutory authority should be assigned responsibility for overseeing compliance with the Transport Standards on an ongoing basis to avoid actual or perceived conflicts of interest arising.

Recommendation 2: Implementation of the Transport Standards should be supported by a robust comprehensive independent regulatory and enforcement framework through an independent statutory authority, in addition to the option for a person living with disability to pursue a complaint about an individual experience of discrimination through the Australian Human Rights Commission (AHRC).

Implement public reporting and independent auditing of compliance

Currently, there are no mechanisms to evaluate compliance with, or the effectiveness of, the Transport Standards, either in relation to specific transport modes or to whole transport networks. There has been no ongoing monitoring or progress in the form of

either self-reporting or independent auditing. The most recent Australian Infrastructure Audit conducted in 2019 by Infrastructure Australia concluded regarding the Transport Standards: “Despite inconsistent data, available information shows it is unlikely that services and infrastructure in most jurisdictions will be fully compliant with legislated requirements within the mandated timeframe ... Progress against the Standards is possibly even worse than the data suggest” (p.320). Certainly, there is no doubt that the situation in many rural, regional, and remote locations is considerably worse than in metropolitan areas.

In order to provide a full picture of progress toward the full implementation of the Transport Standards and to ensure transparency, stronger reporting requirements are essential. We believe that the updated Transport Standards should require governments and operators to lodge regular comprehensive reports about their ongoing compliance and their future implementation plans with an independent statutory authority and that these reports should be publicly available via an online database. In addition, the independent statutory authority should conduct independent audits to test the content of these self-assessments and reports both randomly and to target any suspected reporting issues. The independent statutory authority should be required to publish comprehensive national reviews of compliance based on these reports and audits across all governments and operators at least every three years. These requirements can help inform the five-yearly reviews of the Transport Standards that should continue with a time limit on delivering reports to prevent the delays that have occurred in the past.

Recommendation 3: The updated Transport Standards should include a robust reporting and auditing framework that includes regular self-reporting requirements for governments and operators, independent audits by a statutory authority, and comprehensive national progress reports on compliance.

Ensure comprehensive sector coverage

All forms of public transport should be subject to the Transport Standards with new forms and modes added as they emerge. We believe ridesourcing / rideshare operators should be subject to the same requirements as taxis. One way to achieve this would be by replacing the term “taxi” with a broader descriptor, such as “point to point transport service”, that is defined in such a way that it covers current and emerging forms of this mode of transport, for example as “any service in a vehicle with 12 seats or less (including the driver) that can take customers on the route they choose, at the time that suits them, for a fare” per the South Australian Department of Infrastructure and Transport.²

Likewise, we strongly believe that dedicated school buses should be subject to the Transport Standards in full with a clear compliance schedule and deadline. The UNCRPD applies to all people regardless of age and the rights of children to accessible transport should not continue to be excluded from parts of the Transport Standards.

Recommendation 4: The Transport Standards should cover all forms of public transport with new forms and modes added as they emerge. It should be made

² See https://dit.sa.gov.au/point_to_point_transport/p2p.

clear that ridesourcing / rideshare services and dedicated school buses are subject to the Transport Standards in full.

Keep the compliance schedule on-track

When the Transport Standards were introduced in 2002, they were supposed to ensure that all public transport networks and associated infrastructure, except for the trains and trams, would be fully accessible by the end of 2022 (train and tram conveyances would have until 2032 to fully comply). JFA Purple Orange believes that the 20-year transition timeline was reasonable and deliverable, but with only a few months to go until the end of 2022, it is clear that many of the promised outcomes will not be achieved on time. While some welcome progress has been made, we share the disability community's disappointment at the failure of governments to deliver what was promised.

One of the most important and impactful decisions that will be made in this reform process will regard the schedule of timeframes for implementation. Given that the original schedule allowed for a total of 30 years and that 20 of those years have already passed, we are deeply concerned that this reform process is contemplating new timeframes of up to 20 years, which would take the implementation period to 40 years in total. In effect, such an outcome would reward governments and operators for dragging out implementation and failing to adhere to the requirement for genuine five-yearly reviews and updates that would have ensured that the Transport Standards remained fit for purpose to deliver accessibility while keeping pace with new innovations in the transport industry. Indeed, the need for this major reform process is, in and of itself, a reflection of the failure of governments and operators to take the Transport Standards and associated review and update processes seriously over the past two decades. As noted above, we believe that this inattention and inaction are a consequence of the absence of robust oversight and accountability mechanisms in the existing Transport Standards.

Therefore, together with strong independent oversight and accountability mechanisms, it is essential that the Transport Standards have a robust compliance schedule to deliver genuinely accessible public transport as a matter of urgency. We strongly believe that the original final date of 2032 should remain in place for all existing and updated requirements for all legacy and new infrastructure, premises, and conveyances / vehicles and that governments and operators should be required to make up the time already lost to inattention and inaction.


Recommendation 5: The updated Transport Standards should include a robust compliance schedule that mandates full compliance with all existing and updated standards by all legacy and new infrastructure, premises, and conveyances / vehicles no later than 2032. The compliance schedule should include progressive compliance dates over the next 10 years to ensure governments and operators can be kept on track by an independent statutory authority to deliver this outcome no later than 2032.

Include a sunset clause for 'equivalent access' alternatives to equal access compliance

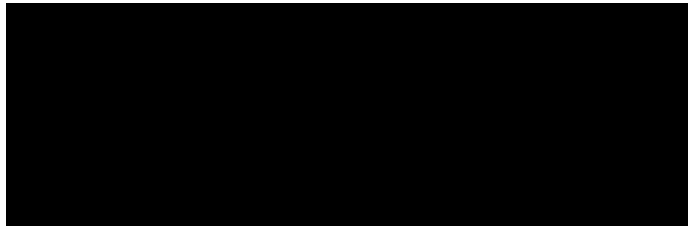
While we appreciate that the 'equivalent access' principle does not allow alternatives involving segregated services, these options still fall short of equal access for all. Equal

access for everyone should be the clear unambiguous ambition of the Transport Standards in order for Australia to genuinely fulfil its obligations under the UNCRPD. Therefore, we strongly believe that 'equivalent access' alternatives should only be permitted by the Transport Standards as interim measures to enable access in the short-term. In order to avoid an over-reliance on these alternatives, this should be clearly signalled in the updated Transport Standards. Without this signal, it is likely that 'equivalent access' alternatives will become entrenched as a feature in public transport systems in Australia. To incentivise solutions that deliver genuinely equal access for all, we believe that the Transport Standards should include a sunset clause for 'equivalent access' alternatives to be regarded as compliant.

Recommendation 6: The Transport Standards should include a sunset clause for 'equivalent access' alternatives to be deemed compliant.

Thank you again for the opportunity to provide feedback to this important consultation. We are available to discuss the issues raised in this submission further. To arrange this, please contact Mr Robbi Williams, CEO of JFA Purple Orange, on (08) 8373 8333 or  [@purpleorange.org.au](mailto:robbi@purpleorange.org.au).

Yours sincerely



Robbi Williams
CEO, JFA Purple Orange

Guide to Co-Design with people living with disability



Purple Orange

**“Co-design is a
good example
of ‘by us, for us.’”**

— Jane, member of the co-design group
that helped to design this guide

Co-design is used across a range of different sectors and is not disability-specific.

What is co-design?

Co-design is an inclusive, collaborative process whereby a diverse range of people with relevant skills, experience or interests come together to provide advice and make decisions on a project, policy, program or initiative.

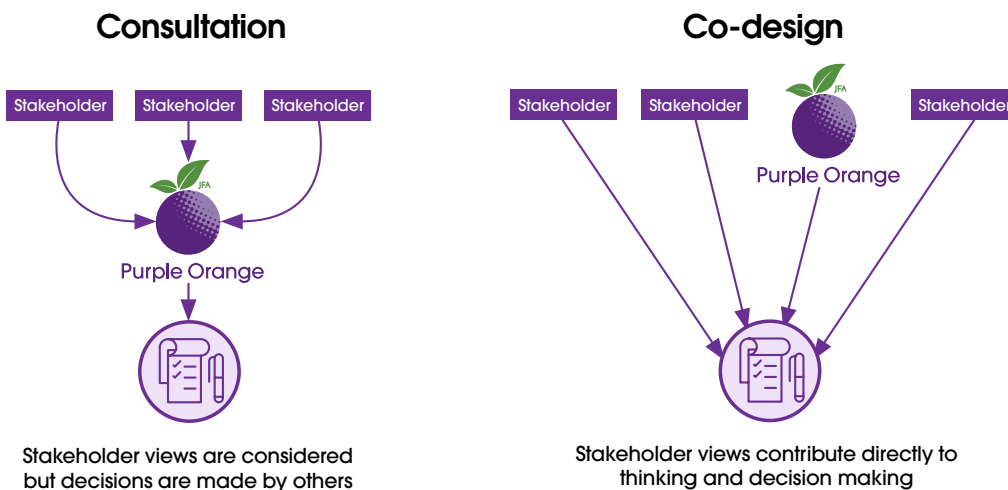
A meaningful co-design process will run throughout the life of a project – from the planning stage through to implementation and review.

Co-design is used across a range of different sectors and is not disability-specific. When used in the disability sector, it is important that the co-design group includes people with a range of different experiences of disability, in addition to other aspects of diversity (such as age, gender and sexual identity, location, cultural background and language). The remaining members of the co-design group will depend on the nature of the project but could include end-users, beneficiaries, representatives from the funding body (if relevant), affected stakeholders and/or subject matter experts.

Co-design v consultation

Co-design is different to consultation. Consultation is a process whereby relevant stakeholder views are sought but the decisions are made by others. Co-design is a process whereby relevant stakeholder views contribute not only to the thinking but also the making of decisions.

If you are planning to deliver a consultation, we recommend convening a co-design group to support this process. For example, a co-design group could help to advise on outreach and consultation methodology, analyse the data received and formulate recommendations.



Who should use co-design and when?

Co-design should be used by any individual, group, organisation or government body that is making decisions or undertaking work that will affect the lives of people living with disability.

Co-design should be used by any individual, group, organisation or government body that is making decisions or undertaking work that will affect the lives of people living with disability. This includes businesses, service providers, research institutions, public services such as hospitals and schools and all levels of government, including local Councils.

Through the National Disability Strategy 2010–2020, the governments of Australia committed to ‘work collaboratively with people with disability and their representative organisations, their families and carers, communities, unions, businesses, service providers, advocacy and other organisations **in the development of programs, policies and systems that affect people with disability.**’ (p67)

Co-design should not only be used for disability-specific projects, policies or programs. People living with disability are an important part of our diverse communities – they access mainstream services and facilities and are affected by laws and policies that apply to the general population. They need to be involved in disability-specific decisions, but also decisions that affect the wider community.

Co-design can be used in a wide range of circumstances such as planning an event, constructing or renovating a building or facility, developing or reviewing a policy or program, conducting research or delivering services. Some examples might include:

- Planning an awards ceremony
- Constructing a new community hall
- Reviewing a policy for after-school care at a primary school
- Developing a new computer literacy program at a local library
- Conducting a needs assessment about people living with intellectual disability
- Developing a new vaccination programme
- Reviewing the way in which customers of a mainstream service receive their bills.

Why use co-design?

Co-design can have far-reaching benefits for the organisers, group members, end-users/beneficiaries of a project, disability community and general community. Potential benefits include:

- Achieving a stronger result which draws on a wide range of perspectives, experiences and expertise;
- Encouraging greater ownership of (and interest in) the outcomes by all stakeholders involved, including the disability community;
- Increasing the community's understanding of the reasoning behind key decisions;
- Testing ideas with intended users/beneficiaries;
- Upholding the rights of people living with disability, consistent with the UN Convention on the Rights of Persons with Disabilities (UNCRPD);

UNCRPD, Article 4(3): 'In the development and implementation of legislation and policies to implement the present Convention, and in other decision-making processes concerning issues relating to persons with disabilities, **States Parties shall closely consult with and actively involve persons with disabilities, including children with disabilities, through their representative organisations.**'

- Reducing the cost of remedying mistakes by designing well from the start;
- Identifying and mitigating potential issues early;
- Demonstrating the organising body's commitment to incorporating the views of relevant stakeholders;
- Providing a platform for networking among different stakeholders; and
- Demonstrating to the wider community the valuable contributions people living with disability can make, as core members of a co-design group.



Key co-design principles

- **Respect:** All participants feel welcome and are treated with dignity and respect.
- **Diversity:** A diverse range of participants are involved, where possible representing different ages, cultures, languages, locations, sexual and gender identities and experiences of disability.
- **Equality:** All participants have an equal voice and their contributions are afforded the same weight.
- **Safety:** Participants feel safe and supported and do not fear retribution for contributing to the co-design process. Group input is not attributed to any individual member without permission.
- **Accessibility:** The co-design process is accessible to all participants.
- **Commitment:** The organisers are genuinely committed to co-design throughout the duration of the project – from planning through to implementation and review.
- **Authenticity:** The process is meaningful; it is designed and implemented in a way that ensures the input from participants is incorporated into the final product.
- **Confidentiality:** The material shared by the organising body, and by group members throughout the co-design process, is treated confidentially and not discussed outside the group.
- **Acknowledgement:** The skills and experiences of all participants are acknowledged and valued, including through consideration of payments or honorariums for people participating in a personal capacity.



How to run a co-design group

1. Planning

- Ensure sufficient budget to run a co-design process (e.g. room hire, catering, honorariums for members contributing in their personal capacity, any access needs and transport costs of people living with disability).
- Decide who will lead the process and facilitate meetings (facilitators need strong skills in active listening, group facilitation, and reconciling contrasting views to reach agreeable decisions).
- Define the scope of the group's work and expectations of group members.
 - How many times will the co-design group meet? Consider the length of the project, key milestones, key deliverables etc.
 - How could the group most usefully contribute? For example, the group's work could include the following: brainstorming ideas, identifying issues and challenges, developing a project outline, defining methodology, reviewing material, promoting the project, reviewing the outcomes, etc.
 - Ideally, develop Terms of Reference for the co-design group (see template on page 16).
- Identify key stakeholders to join the co-design group (we recommend 6–8 members).
 - Which disability experiences should be represented on the group? Consider the nature of the project, but generally include someone from each of the following cohorts: people living with physical disability, Deaf people, people who are blind or vision-impaired, people living with intellectual disability, autistic people, and people living with acquired brain injury or other neurological conditions.
 - Which other aspects of diversity should be represented in the group? Consider age, gender and sexual identity, cultural background, language and geographical location (i.e. regional/rural/remote as well as metro).
 - Who will be responsible for implementing the project?
 - Who will benefit from/use the final product?
 - Who else will be affected by the project?
 - Who has been involved in similar projects in the past?



Need help finding co-design participants?

If you don't have sufficient connections with the disability community, contact organisations that represent the cohorts you would like to connect with (e.g. organisations representing blind people, people living with intellectual disability).

JFA Purple Orange has a database of people who have told us they would like to be involved in co-design processes. Feel free to get in touch and we can help you find the right people.



TIP: People living with disability are best placed to know what they need to participate. All you need to do is ask!

You could contact participants with simple questions such as:

- What is the best way to share information with you outside meetings?
- How can we best support you to participate in meetings?
- Do you have any other access needs we should know about to support your involvement?

2. Meeting preparation

- Convene the first co-design meeting as soon as possible in the life of a project, ideally from the conceptualisation stage.
- Offer different ways for people to take part in meetings e.g. online and in person.
- Organise two-hour meetings (maximum) with a break. This allows time for all participants to have a voice, without being too physically and mentally drained.
- Prior to the first meeting, contact all participants and ask whether they have any access needs (e.g. Auslan interpreter, live captioner, hearing loop). Some people might ask to bring their support worker or an assistance dog. Others might ask to have someone sit with them to help them follow the material. Ensure the meeting venue is accessible to all participants, including toilets.
- As a general rule, do not plan meetings at peak times as it can be difficult for people who require an access cab to secure one (e.g. start a meeting at 10am rather than 9am, and finish at 4pm rather than 5pm). Prior to the first meeting, ask all participants which time of day works best for them.
- Communicate with participants living with disability in whichever way works best for them, noting that accessibility requirements can be very personal.
- If you will present information or distribute handouts at the co-design meetings, check with participants living with disability to find out their preferred format. For example, a participant who is blind or vision-impaired might prefer to receive documents electronically beforehand, so they can go through them using a screen reader. Others might need documents printed in larger font. Some participants, particularly those living with intellectual disability, might not use technology or might not be able to read. In these instances, consider mailing out a hard copy or an audio recording, or offer to speak over the phone to read out the material and discuss. Other participants might need material to be converted into Easy English (various organisations provide this service). Consider also the use of graphics or visual aids.
- Send all electronic documents in both PDF and Word.

- Provide an agenda prior to the meeting (see template below) and set out clear expectations for participants, including any questions they will be asked during the meeting. Some people living with disability can feel anxious if they do not have a clear idea of how the meeting will proceed ahead of time.
- Make sure that each meeting builds on the last. Begin each meeting with an update on how the group's input has been used so far.

3. Hosting meetings

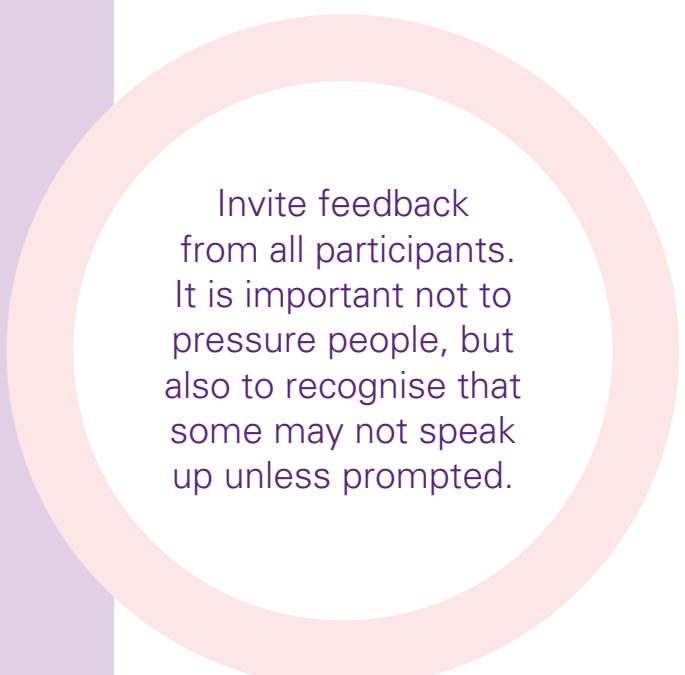
- Set up the room in a way that is accessible for all participants. For example, if you have a participant who uses a wheelchair, leave a space without a desk chair where they can sit. If someone is bringing an assistance dog, leave some extra space for the dog. If someone is blind or vision-impaired, or is Deaf or hearing-impaired, reserve a space in the room that gives that person the best proximity to visual material, audio, interpreter, etc.
- Treat all participants equally, irrespective of their professional status.
- Consider starting the first meeting with a short icebreaker so that participants get to know each other.
- Establish some rules about how participants can contribute to the discussion, for example by raising their hand before they speak. This can be particularly helpful if you are holding the meeting online. Make sure there are alternative ways for people to request to speak if they cannot physically raise their hand. Alternatives are also important if the meeting chair/facilitator is blind and cannot see people raising their hands.
- Speak directly with participants who live with disability, not their support staff (it can be a good idea to ask any support workers to sit at the back of the room). This also applies to interpreters.
- Invite feedback from all participants. It is important not to pressure people, but also to recognise that some may not speak up unless prompted.
- Ask everyone to say their name each time they speak, as participants may vary in their capacity to recall people's names or read name tags. This will also make it easier for participants using live captioning to follow the conversation.
- If you are holding the meeting online, make sure you or someone else from your organisation is monitoring any chat functions in the virtual meeting room.



- If you would like to record the meeting, check whether participants are comfortable with this at the start of the meeting. Before obtaining consent, explain how you will use the recording (e.g. for preparing notes and minutes from the meeting), how you will store the recording (so people know it is secure and private), who else will be able to listen to it and why, and what will happen to the recording once the co-design work is completed.
- Seek feedback from co-design members at the end of each meeting, as they might have useful suggestions to improve the co-design process in future.

4. Follow-up

- Send minutes from each meeting to all participants, in their preferred format.
- Send updates to the co-design group throughout the project, demonstrating how their input has been used e.g. share any reports, policies or procedures that include their ideas.
- If you include ideas generated by the co-design group in a final product, recognise their contribution. This may take the form of a written acknowledgment in a printed publication, a voiced acknowledgment in an audio recording, or a voiced and captioned acknowledgment in a video clip.
- Reimburse any transport costs and arrange payment or honorarium recognition for co-design members participating in their personal capacity in a timely manner after each meeting.



Invite feedback from all participants. It is important not to pressure people, but also to recognise that some may not speak up unless prompted.

Examples of co-design groups used by JFA Purple Orange

- **Designing a community garden:**
A group of people living with disability, Council staff and representatives from community gardens came together in a one-off co-design meeting to discuss the design of a new community garden, to ensure that a diverse range of access considerations were taken into account.
- **Developing a new training program:**
A group of people living with disability and representatives of local government, state government, community centres and community organisations supported the development of a disability inclusion training program through five co-design meetings over a 12-month period. They gave input on content, methodology, recruitment of trainers and promotion of the program.
- **Undertaking a research project:**
A group of people living with disability formed a co-design group to provide advice regarding methodology, research design and recruitment for a large research project for a Royal Commission inquiry.
- **Carrying out a large-scale consultation:**
A co-design group of people living with disability met four times throughout a six-month, large-scale community consultation process to inform a state government's inclusion plan. The group provided advice on methodology for consultation sessions and helped to analyse the data received and convert this into recommendations for government.



Questions or feedback?

JFA Purple Orange welcomes feedback on this guide. We are also available to provide more detailed advice on how to use co-design in your circumstances. Feel free to contact JFA Purple Orange at 8373 8333 or admin@purpleorange.org.au.



Co-Design meeting agenda template



1. Acknowledgement of Country
2. Housekeeping (location of bathrooms, emergency exit, tea/coffee/water, timing of breaks)
3. Introductions and ice-breaker
4. Co-design group norms
 - a. Explain what co-design is: Co-design is an inclusive, collaborative process whereby a diverse range of people with relevant skills, experience or interests come together to provide advice and make decisions on a project, policy, program or initiative.
 - b. Set some group norms together (e.g. equal voice, respect for all opinions, constructive input only, one person speaks at a time, confidentiality of content presented to the group as well as opinions offered by group members)
5. Background to the project
 - a. Explain the rationale for the project, who has provided funding, the role of your organisation, desired outcomes
6. The role of the co-design group
 - a. Explain the expectations of co-design group members and share a draft Terms of Reference for discussion:
 - i. Duration of project and number/timing of co-design meetings
 - ii. Topics to be covered in each meeting
 - iii. Group tasks, including prior to/after meetings as applicable
7. Discussion topic one
 - a. Ask question(s), open the floor, record discussion
8. Discussion topic two
 - a. Ask question(s), open the floor, record discussion
9. Thank you and close
 - a. Remind the group of the next steps



Co-Design terms of reference template

Context

- Background to your organisation
- Background to the project: funding source, objectives, role of your organisation, deliverables

Background to co-design

- **Definition:** Co-design is an inclusive, collaborative process whereby a diverse range of people with relevant skills, experience or interests come together to provide advice and make decisions on a project, policy, program or initiative.
- **Key co-design principles:**
 - **Respect:** All participants feel welcome and are treated with dignity and respect.
 - **Diversity:** A diverse range of participants are involved, where possible representing different ages, cultures, languages, locations, sexual and gender identities and experiences of disability.
 - **Equality:** All participants have an equal voice and their contributions are afforded the same weight.
 - **Safety:** Participants feel safe and supported and do not fear retribution for contributing to the co-design process. Group input is not attributed to any individual member without permission.
 - **Accessibility:** The co-design process is accessible to all participants
 - **Commitment:** The organisers are genuinely committed to co-design throughout the duration of the project – from planning through to implementation and review.
 - **Authenticity:** The process is meaningful; it is designed and implemented in a way that ensures the input from participants is incorporated into the final product.
 - **Confidentiality:** The material shared by the organising body, and by group members throughout the co-design process, is treated confidentially and not discussed outside the group.
 - **Acknowledgement:** The skills and experiences of all participants are acknowledged and valued, including through consideration of payments or honorariums for people participating in a personal capacity.

Membership


- The co-design group will comprise a range of stakeholders including people living with disability, ... [list stakeholder groups]

Group tasks

- Co-design group tasks will include (but are not necessarily limited to) the following:
 - Task 1
 - Task 2
 - Task 3

Schedule of meetings

- Group meetings will be held on the following dates and will cover the following topics (subject to change):
 - **Meeting 1**
 - Date and time
 - Topics to be covered
 - **Meeting 2**
 - Date and time
 - Topics to be covered
 - **Meeting 3**
 - Date and time
 - Topics to be covered
 - **Meeting 4**
 - Date and time
 - Topics to be covered
 - **Meeting 5**
 - Date and time
 - Topics to be covered
- Co-design group members may be requested to review material and provide input outside of formal meeting times.



.....

Co-design is an inclusive, collaborative process whereby a diverse range of people with relevant skills, experience or interests come together to provide advice and make decisions on a project, policy, program or initiative.

.....

Format of meetings

- Co-design group meetings will be held [in person or online] at [insert address or online platform].

Term of the group

- The co-design group process will commence in [insert month and year] and be completed by [insert month and year].



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