

WWDA Report

Neve Project Report

30th September 2024



Hon. Amanda Rishworth, Project Steering Committee members, Aunty Violet Sheridan, DSS representatives, and WWDA staff
at the launch of Neve at Parliament House.





**Women
With
Disabilities
Australia**
(WWDA)

Winner National Violence Prevention Award 1999
Winner National Human Rights Award 2001
Winner Tasmanian Women's Safety Award 2008
Certificate of Merit Australian Crime & Violence Prevention Awards 2008
Nominee UN Millennium Peace Prize for Women 2000
Nominee French Republic's Human Rights Prize 2003
Nominee National Disability Awards 2017
Nominee UNESCO Prize for Digital Empowerment of Persons with Disabilities 2021

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Women With Disabilities Australia (WWDA) acknowledges the traditional owners of the land on which this publication was produced. We acknowledge Aboriginal and Torres Strait Islander people's deep spiritual connection to this land. We extend our respects to community members and Elders past, present and emerging.

This document was written by Zoe Houstain, Sarah Smallman, Justyna Kiczor, and Cat Standley for and on behalf of Women With Disabilities Australia (WWDA).

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ABN: 23 627 650 121



About Women With Disabilities Australia (WWDA)

Women With Disabilities Australia (WWDA) Inc is the national Disabled People's Organisation (DPO) and National Women's Alliance (NWA) for women, girls, and gender-diverse people with disabilities in Australia. As a DPO and NWA, WWDA is governed, run and staffed by and for women, girls, and gender-diverse people with disabilities.

WWDA uses the term 'women and girls with disabilities', on the understanding that this term is inclusive and supportive of, women and girls with disabilities along with gender-diverse people with disabilities in Australia.

We acknowledge that there are many different ways to describe disability experiences. Some people advocate for using the word 'disability', instead of 'disabilities', because disability is an experience that cannot be measured or counted. Other people advocate for using the word 'disabilities' instead of 'disability', because it can be helpful to describe their experience as multi-faceted. In this report, we have used 'disabilities' because it reflects the name of our organisation and the language used in the Convention on the Rights of Persons with Disabilities, which underpins our work.

WWDA represents more than 2 million women and girls with disabilities in Australia, has affiliate organisations and networks of women with disabilities in most States and Territories, and is recognised nationally and internationally for our leadership in advancing the rights and freedoms of all women and girls with

disabilities. Our organisation operates as a transnational human rights organisation - meaning that our work, and the impact of our work, extends much further than Australia. WWDA's work is grounded in a human-rights based framework which links gender and disabilities issues to a full range of civil, political, economic, social and cultural rights.

Disabled People's Organisations (DPOs) are recognised around the world, and in international human rights law, as self-determining organisations led by, controlled by, and constituted of, people with disabilities. DPOs are organisations of people with disabilities, as opposed to organisations that may represent people with disabilities. The United Nations Committee on the Rights of Persons with Disabilities has clarified that States should give priority to the views of DPOs when addressing issues related to people with disabilities. The Committee has further clarified that States should prioritise resources to organisations of people with disabilities that focus primarily on advocacy for disabilities rights and adopt an enabling policy framework favourable to their establishment and sustained operation.

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1. Executive summary



Summary of the project

In early 2022, WWDA secured funding from the Australian Government's Department of Social Services to expand the WWDA-developed website, called [Our Site](#), with a focus on addressing violence against women, girls, and gender-diverse people with disabilities (WWD).

Feedback from initial co-design workshops indicated a strong preference for developing a new website rather than expanding the existing one. This led to the creation of [Neve](#), a website that prioritises lived experience, accessibility and user-friendly design whilst also centred on a holistic approach to violence and abuse awareness and prevention.

This project was driven by the recognition that rates of gender-based, domestic and family violence (DFV) are significantly higher for people with disabilities, and even higher for WWD. The development of this new website led to a key innovation for online resources for WWD: Neve is the first Easy Read-first website in Australia. This means that when you go to Neve you arrive at the website in an Easy Read format with the option to navigate to a plain English mode. Neve provides DFV awareness and prevention resources, ensuring that those who experience the most barriers to accessing information do not have to do the most work to access the information they need.

A key element of this initiative was a comprehensive co-design process, which engaged over 200 women and gender-diverse people with disabilities, their families, and sector professionals across Australia. Through numerous

workshops, surveys, and ongoing review and feedback loops, the project team continuously refined the website to better serve its intended audiences, always considering how the audiences intersect. This iterative process was guided by a Project Steering Committee composed of individuals with lived experience of disabilities and gender-based violence who were involved from the project's inception to its completion. Their input was invaluable in shaping a product that truly reflects the needs and preferences of its community of users.

The power of meaningful co-design is at the centre of this project. Participants involved in the co-design process were invited to take up multiple opportunities to engage, co-produce, and provide feedback, which was genuinely listened to and incorporated. This approach ensured that the content was developed together with the community it serves. We achieved this by providing a range of accessible entry points, as well as co-production and review opportunities, ensuring the final product was accessible, relevant, and empowering. The website and its resources are empowering because users of the website have access to the information and knowledge that is informed by the lived experience of co-design participants. Participants were also remunerated for their contributions, reflecting the project's commitment to valuing their lived experience, time and expertise.

Neve stands as a groundbreaking website, created by and for WWD in Australia. It is the result of two years of extensive consultation and collaboration, addressing the community's distinct need for accessible, relevant information and support.

The launch of Neve is a significant milestone in raising the hopes and lives of WWD, giving them the tools to overcome adversity in a safe space. I love the way it's Easy-Read by default and is so welcoming to explore.

Deb



Image: A picture of Deb with long ash blonde hair and wearing a brown jumper. There are flowers in the background. A speech bubble is quoting Deb: “The launch of Neve is a significant milestone in raising the hopes and lives of WWD, giving them the tools to overcome adversity in a safe space. I love the way it’s Easy-Read by default and is so welcoming to explore.”

Key achievements

The Neve project met all its grant deliverables and was delivered on time, and within budget. The project accomplished many achievements beyond its

original scope with the development of the Neve website and improvements to the Our Site website. Key achievements included:

- Undertook an extensive and genuine co-design process to involve over 200 women and gender-diverse people with disabilities, their family and supporters, as well as sector professionals.
- Successfully launched a safe and accessible Easy Read-first approach web-based resource co-designed by and for WWD designed to support them and their families, as well as professionals working with WWD.
- Co-produced over 70 topics in Easy Read, plain English and six languages other than English.
- Addressed a gap in the need for accessible, safe and trauma-informed information on gender-based violence for WWD in Australia.
- Retained and supported the Project Steering Committee members for the duration of the project.
- Developed relationships with organisations and service providers and created opportunities for sector representatives to increase their knowledge of working alongside WWD.
- Created client-facing Easy Read resources for professionals to increase the accessibility of services throughout Australia.
- Achieved a total of 10,400 active users to the Neve website in its first 3 months of going live.
- Undertook a gap analysis of the '[Sex & Your Body](#)' and '[Safety & Violence](#)' sections of Our Site and updated the information in these sections, and linked to Neve, where more information would be helpful.
- Reviewed the entire Our Site website, updating information on pages, links, and resources on both the main website and the Easy Read mode.
- Increased WWDA membership and engagement.



Sector representatives and workshop facilitators at the Brisbane co-design workshop in May 2023.

Back row from left to right: Justyna, Catherine, Nilgun. Front row from left to right: Katie, Zoe, Sasha.

Summary of main results and insights

The foundation of this project was grounded in genuine co-design with those the resource was for: women, girls, and gender-diverse people with disabilities, their family members, those who play a supportive role, and professionals who provide services across multiple sectors. The project activities were based on this approach, where a range of co-design and co-production opportunities were offered in an iterative process to ensure the website and resources were

informed and refined by people with the expertise. Four essential components of this approach were:

- 1. Time:** Taking the time to engage and involve participants multiple times throughout the life cycle of the project.
- 2. Accessibility:** Ensuring people were supported to participate (by prioritising accessibility, offering different levels of engagement and providing a trauma-informed approach).
- 3. Valuing lived experience:** Holding lived experience as the valued expertise that it is.
- 4. Remuneration:** Ensuring participants were paid for their time and expertise.

Accessibility first approach

A key outcome of the project was the creation of an Easy Read-first resource. The Neve website addresses the significant gap in accessible and safe information regarding gender-based violence, especially for WWD. Designed with accessibility in mind, the website is in Easy Read and provides a plain English mode, text-to-speech capabilities, larger text options, and even a calm space, requested by workshop participants and designed, for users needing a break from sensitive content. This focus on accessibility was informed by the direct feedback and involvement of the community throughout the project.

Holistic approach to domestic and family violence

The project was particularly responsive to the higher rates of domestic and family violence (DFV) experienced by people with disabilities, especially women and gender-diverse people. The Neve website provides accessible

resources on crucial topics such as healthy relationships, recognising abuse, financial independence, and online safety. These resources were developed based on the input and experiences of those involved in the co-design process, ensuring they were relevant and practical for the intended audience. The language used to discuss violence and abuse was guided by the feedback we received from our co-design process and reflected the unique experiences of WWD, family and supporters. Feedback and suggestions also led us to strengthen the breadth of topics covered to include information and guidance on things like pleasure, confidence building, and self-love. Neve is a holistic approach to gender-based violence education.

Expanding and strengthening our community

The project also resulted in increased engagement with WWDA, expanded membership, and further strengthened relationships with service providers and professionals. We can see evidence of this in the web pages being accessed, the free modular courses being downloaded, and the high traffic to the website. Additionally, the development of Easy Read resources aimed at professionals has helped increase the accessibility of services for people with disabilities across Australia. The impact of the Neve website on its target audience has been significant, with strong demand for its resources in Australia. The co-design process not only produced a practical and user-friendly website but also fostered a sense of community and empowerment among participants. Many of those involved in the co-design process reported increased skills, confidence, and a sense of belonging.

Responding to challenges

Despite these successes, the project faced some challenges, particularly in ensuring broad engagement and creating content that met the diverse needs of participants. These challenges were addressed through ongoing feedback, flexibility in the co-design process, and a trauma-informed approach to engagement. The project team remained responsive to participant needs and adapted the process accordingly. As many discussions at co-design workshops included sharing experience and knowledge of violence and abuse, a counsellor was available at in-person and online workshops to ensure the safety of participants. In addition, we began our workshops with a safety and wellbeing container process.



Images: Co-design workshops.

Project phases

The Neve project phases are listed below. The Our Site website reviews and improvements ran throughout the course of the project.

1. **Project planning and initiation:** The initial phase involved setting the groundwork for the project, and defining its scope, objectives, and key deliverables.

2. **Staff recruitment and supplier engagement:** Recruitment of the project team and establishing relationships with suppliers and partners essential for project execution.
3. **Project Steering Committee recruitment and onboarding:** Establishing a Project Steering Committee composed of individuals with lived experience, ensuring their involvement throughout the project.
4. **First-round website development and user-testing at co-design workshops:** Developing the initial version of the website and conducting co-design workshops to gather feedback and refine it.
5. **Implementation of recommendations:** Integrating feedback and recommendations from the co-design workshops into the website development process.
6. **National survey:** Conducting a survey to gather insights from a wider audience, including women with disabilities, their families, and professionals.
7. **Second-round website development and user-testing at co-design workshops:** Further refining the website based on additional co-design workshops, ensuring it meets the needs of its users.
8. **Content mapping and design:** Structuring and designing content in a way that ensures accessibility and relevance to the target audience.
9. **Co-production of content and resources:** Engaging stakeholders in the creation and development of website content and related resources.
10. **Review and feedback mechanisms:** Establish systems to continuously review the website's content and gather feedback for improvements.
11. **Launch:** Official launch of the Neve website, making it accessible to the public.

12. **Engagement, marketing, and promotion:** Promoting the website to the target audience and the broader community through various engagement and marketing strategies.
13. **Reporting:** Documenting the project's outcomes, achievements, and insights, along with financial and operational reports.

Key recommendations

Co-design and inclusive practices:

Future projects should continue to prioritise genuine co-design approaches, ensuring that women and gender-diverse people with disabilities are central to the design and development process. Their lived experiences should be actively incorporated into every stage of decision-making and resource creation, consistent with a human rights-based approach.

Language and accessibility:

Neve already has a high standard of accessibility. Two accessibility functions that could be developed are increasing the font size options and creating a dark mode for the website. The website has 8 topics chosen by community leaders, translated into 5 languages: Chinese (Traditional), Chinese (Simplified), Arabic, Turkish and Vietnamese, alongside 5 topics translated into Northern Territory Kriol. We recommend expanding the range of language translations and topics translated for the Neve website to include more diverse languages, ensuring that resources are accessible to a broader audience, particularly those who speak languages other than English.

Professional resources:

We know that the 'For professionals' section of Neve is accessed the most. We recommend developing additional tools and resources for professionals working with women and gender-diverse people with disabilities. These resources should include Easy Read formats and be designed to help professionals provide more accessible and informed support services. The 'For professionals' section should also include an expanded training program.

Story submissions and community engagement:

The Neve stories section aims to create community and belonging. At launch in May 2024, 12 stories had been submitted. We recommend to actively seek out more story submissions from women and gender-diverse people with disabilities through social media, newsletters, and other outreach methods. This will help expand the 'Our stories' section of the Neve website to diversify shared experiences and build community. For context, there are 100 stories on the ['Real stories'](#) section of Our Site.

Improving systemic responses:

We heard how important this project is. In particular we heard about the importance of the disability lens and the opportunity to connect people to resources and services as well as self-advocacy and community advocacy. Neve is one online resource. We recommend all systemic advocacy campaigns are supported by co-design principles. This would be particularly helpful in areas related to gender-based violence and abuse prevention. This includes improving access to justice, healthcare, and welfare services.

Ongoing evaluation and feedback:

One key strength of co-designing the Neve project was the iterative review, feedback and improvement approach we took. We recommend implementing continuous evaluation mechanisms to gather feedback on the usability and impact of the Neve website. This can be done in a range of accessible formats such as Microsoft forms, accessible surveys, online focus groups, and 1:1 phone calls. This will allow for regular updates and improvements based on the evolving needs of the target audience.

Expand calm spaces and accessible features:

The 'Calm space' section of Neve is not in plain English or in Easy Read. We recommend further development of the 'Calm space' and other accessibility features on the Neve website to ensure that users can access sensitive content in a way that feels safe, accessible, and comfortable for them.

Sector support:

Neve provides a suite of free modular training courses for professional development. It is recommended that future projects focus on providing further comprehensive professional development opportunities to the community service sector and sector professionals who work with women, girls, and gender-diverse people with disabilities and their families. This professional development should include training and resources on:

- 1. Disability confidence and inclusion:** Ensuring professionals understand the unique needs and experiences of women and gender-diverse people with disabilities, particularly in the context of gender-based, domestic and family violence, abuse, and other forms of violence.
- 2. Accessible service delivery:** Providing sector professionals with practical skills and tools to make their services more accessible, including the use of Easy Read materials, trauma-informed practices, and communication methods that meet the diverse needs of clients with disabilities.

- 3. Intersectionality and gender sensitivity:** Educating professionals on the barriers and disadvantages women and gender-diverse people with disabilities experience, including the compounding effects of discrimination based on gender, disabilities, and other factors like race or socio-economic status.

- 4. Crisis response and support:** Offering specialised training on how to effectively respond to crises involving women and gender-diverse people with disabilities, with a focus on safe and supportive interventions that respect their autonomy and lived experiences.

Disability-focused content. Disabled people often aren't even considered, so a resource dedicated entirely to us is revolutionary - but I hope it's only the beginning.

Zoe



Image: Picture of Zoe Simmons with pink hair and a pink jacket on. There are flowers in the background. A speech bubble quoting Zoe:

“Disability focussed content. Disabled people often aren’t even considered, so as a resource dedicated entirely to us is revolutionary – but I hope it is only the beginning.”

2. Introduction



Introduction

Women With Disabilities Australia (WWDA) is proud to share the details of this project with you. We are deeply committed to the principles of co-design and lived experience. This project was another example of how WWDA upholds these principles as a Disabled People's Organisation (DPO), and in the broader community. We hope you take something from this report to incorporate into your work and local community.

Purpose of the report

The purpose of this report is to document and reflect on the development, implementation, and outcomes of the Neve project. It aims to provide a comprehensive overview of the project's methodology, activities, key findings, and impact on the target community—women and gender-diverse people with disabilities who have experienced or are experiencing gender-based violence and/or abuse.

This report serves several key purposes:

Inform stakeholders: It provides insights into how the project was designed and executed, offering transparency and accountability to stakeholders, including community members, partner organisations, funders, and government bodies.

Evaluate project success: By outlining the challenges encountered, solutions implemented, and lessons learned, this report serves as an evaluation tool to measure the success of the Neve project against its objectives.

Share best practices: The report highlights the innovative approaches employed, such as the co-design and trauma-informed frameworks, to offer valuable lessons for future projects aimed at improving accessibility and support for marginalised groups.

Support ongoing improvement: The findings and feedback gathered throughout the project provide a foundation for the continued refinement of the Neve website and resources. The report is intended to guide future updates and improvements to ensure the ongoing relevance and effectiveness of the project's outputs.

Background information

The WWDA Neve project was designed to address the critical need for accessible online resources that inform and empower women, girls, and gender-diverse people with disabilities (WWD). This project was conceived in response to the alarming rates of violence and abuse experienced by WWD and aims to improve service responses, enhance accessibility, and provide comprehensive resources on sexual health, rights, and violence prevention.

"I think many people are unaware that women and gender diverse people with a disability are more likely to experience abuse and violence."

WWDA's Have Your Say survey respondent

A significant majority of respondents to the national survey, conducted as part of the project, confirmed they had learned about violence and abuse through personal experience and struggled to find useful resources to help them through this. Below, one survey respondent shared a common response when asked how they learned about violence and abuse:

“Mostly lived experience of it, sadly not much resources.”

WWDA’s Have Your Say survey respondent

Scope of the project

The primary goal of the project was to reduce violence against women, girls, and gender-diverse people with disabilities by improving the accessibility and quality of online resources. The three key audiences were women, girls (15+) and gender-diverse people with disabilities, their families, and the professionals who support them. The project set out to review and expand the WWDA website called Our Site by first conducting a gap analysis of the ‘Sex and Your Body’ and the ‘Safety from Violence’ sections. After reviewing Our Site and hearing from co-design workshop participants in the early phases of the project, we knew there was more required than expanding Our Site to deliver this project. Throughout the co-design process, we heard of hundreds of topics people wanted covered. We explored developing a new website to accommodate the depth and breadth of what we were being asked to provide. We also continued to review and update Our Site throughout the project.

The new website (Neve) offers accessible content and features designed to educate and empower users, including sections on safe sex, healthy relationships and recognising and responding to abuse and violence. It also provides information and guidance on topics such as 'Managing your own money', 'Becoming more confident', 'Consent', and 'Pleasure', responding to questions like 'Is my relationship healthy?'. Neve also welcomes people who are in abusive relationships, addressing topics such as 'When you are not ready to leave a relationship', 'How to be safe online', 'Coping with violence at home', 'How to talk about violence' and many more. The topics were all suggested and co-designed by workshop participants, the Expert Co-production Panel and the Project Steering Committee.



Image: A picture of Luna with long brown hair wearing a black top and glasses. There are flowers in the background. There is a speech bubble quoting Luna: “As a learning tool, as a place for advice, and as a resource, Neve is a website I can confidently recommend. It’s a reassuring place to be in while seeking out information on how to support yourself and others.”

Key objectives of the project

- Enhancing the accessibility of web-based resources for women with disabilities, including those with intellectual disabilities.
- Developing new educational materials and resources focused on sexual health, safety, and rights.
- Engaging community stakeholders through co-design and consultation processes to ensure the resources meet the needs of the target audiences.
- Implementing robust monitoring, evaluation, and learning frameworks to assess the effectiveness and impact of the project.

What numbers we did



200+

Women and gender diverse people with disabilities, family members and supporters



20

Co-design sessions



70+

Online topics

Timeline

The project activity period spanned April 18th, 2022 to June 30th, 2024. The key dates were as follows:

- Project planning: April 2022
- Recruitment of project staff: May 2022
- Forming the Project Steering Committee: October 2022
- First round of co-design workshops: May 2023
- National survey: July 2023
- Second round of co-design workshops: Oct/Nov 2023
- Co-production of content: Nov 2023 – April 2024
- Launch of expanded website: May 2024
- Final evaluation and reporting: September 2024



Image: In-person co-design workshop, October 2023. There are people sitting around a long desk and a person is speaking at the front of the room.

Target audiences

The primary target audience for the Neve website is women, girls (aged 15 years+) and gender-diverse people with disabilities in Australia.

Although the needs of girls with disabilities under the age of 15 years were discussed by family members and professionals supporting them, they may require different considerations which were beyond the scope of this project. The focus was also on working to provide a welcoming and accessible space for people with intellectual and cognitive disabilities.

The Neve project also targets secondary audiences, including families, supporters and professionals. We acknowledge that families come in all shapes and sizes and so we recognise 'families' as including kin and non-kin, within and beyond households. Professionals include support staff, educators, frontline workers and practitioners in disability and other relevant fields, such as family, domestic and sexual violence (FDSV) sectors. We know that addressing violence and abuse takes many people.

We tailored the website and its resources to these audiences by:

1. Creating the first Easy Read-first website
2. Providing a plain English mode
3. Providing accessibility tools: text to speech and larger text options
4. Ensuring we provided a 'Calm space' for people to gain some respite from some of the content



5. Providing a section dedicated to families
6. Providing a section dedicated to professionals
7. Providing resources in Easy Read and plain English for professionals to use when working with WWD

Figure 1. Target audiences for Neve

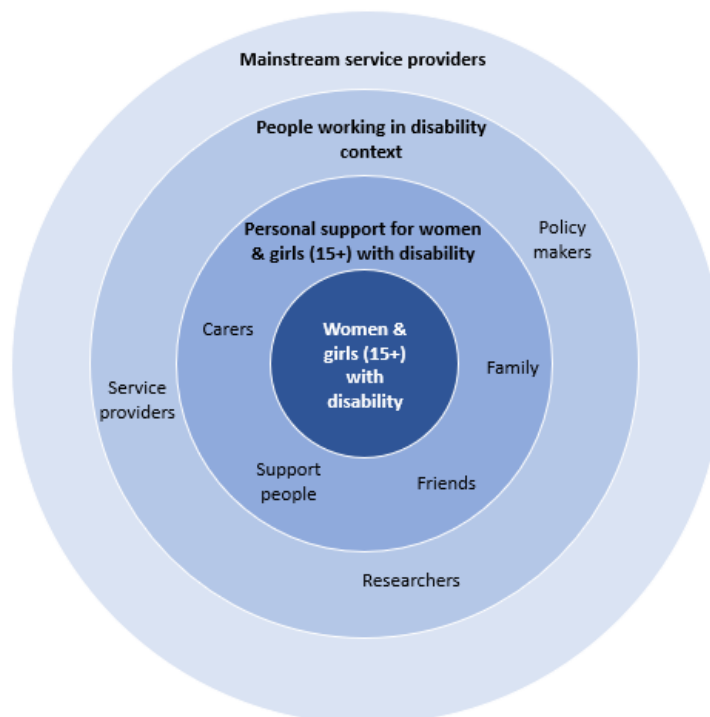


Figure: The above image shows different target audiences for Neve.

The image is displayed in blue circles from primary audience in the centre to wider audiences as the circles become larger.

While targeted to an Australian audience, it is anticipated that the Neve website will be accessed by WWD throughout the world.



“I think, in general, people with disabilities are largely forgotten in discussions about abuse and violence. It feels like there is awareness of these things in the general public, but we're taught to just accept that it happens and nothing more is really being done, or that there's nothing we can do to help change it. It's sort of just out there in the ether. Instead of focusing on the fact that people with disabilities are our family members, our friends or coworkers, people we know and are familiar with, the narrative seems to paint disabled people as strangers or isolated cases.”

WWDA's Have Your Say survey respondent

Project activities

The Neve project incorporated a wide range of activities designed to not only meet but exceed the project's objectives and deliverables. Each activity was structured to ensure the inclusion, engagement, and empowerment of WWD, as well as their supporters, families, and professionals working in relevant sectors. Below is an expanded overview of the key activities that contributed to the success of the project:

Engaging women with disabilities (WWD) in multiple co-design opportunities

Central to the Neve project was the active engagement of WWD in numerous co-design opportunities. These sessions were structured to involve participants in the design and development of the website from its inception to its final



stages. Co-design ensured that the website was developed by and for women with disabilities, reflecting their lived experiences and ensuring that their needs were at the forefront. Participants contributed through iterative feedback loops, providing input on website content, design, and functionality. The co-design process helped foster a sense of ownership and empowerment among WWD, reinforcing the project's community-driven approach.

National survey

A key component of the project was the execution of a national survey, which aimed to gather insights and data from a broad cross-section of women, gender-diverse people with disabilities, their families, and the professionals who support them. The survey provided valuable information regarding the gaps in resources and services related to domestic and family violence, healthy relationships, and online safety. The results of the survey guided the content development of the Neve website, ensuring that it addressed the real needs of the community.

In-person workshops

Several in-person workshops were conducted as part of the co-design process, offering participants the opportunity to engage directly with the project team and other community members. These workshops were designed to be fully accessible, providing a safe space for WWD and their supporters to share their experiences, review website prototypes, and contribute ideas for content. The face-to-face interactions helped deepen the co-design experience, fostering collaboration and building a sense of community.



Online workshops

In addition to the in-person workshops, online workshops were held to ensure that participants from across Australia, including those in remote and rural areas, could take part in the project. The online workshops followed a similar structure to the in-person sessions but were adapted to meet the accessibility and communication needs of participants. The flexibility of these workshops ensured broader participation and inclusivity, enabling WWD from diverse geographical and socio-economic backgrounds to contribute meaningfully to the project.

Regular Project Steering Committee (PSC) meetings

The Project Steering Committee (PSC), composed of women and gender-diverse individuals with disabilities, played an instrumental role in the governance of the Neve project. The committee met regularly to provide oversight, guidance, and strategic input at critical points in the project's lifecycle. These meetings allowed for open dialogue, ensuring that the project remained aligned with the needs of its target audience. The PSC also helped to ensure that co-design principles were consistently applied throughout the project.

Engaging the Project Steering Committee (PSC) in additional sessions

Beyond regular meetings, the PSC was engaged in additional sessions, including content review panels, expert co-production panels, and special evaluation sessions. These additional sessions provided committee members



with deeper involvement in specific aspects of the project, such as content creation, testing accessibility features, and reviewing the effectiveness of the website. Their ongoing engagement ensured that the project maintained a high level of quality, accessibility, and relevance.

Review and co-production mechanisms

The project utilised structured review and co-production mechanisms to ensure that the Neve website and its resources were continuously refined based on participant feedback. These mechanisms included iterative testing of the website's functionality, content review sessions, and the integration of suggestions from co-design participants. The co-production approach allowed for the creation of content that was both practical and accessible, ensuring that the voices of WWD were reflected throughout the site.

Regular meetings with project liaisons

Regular meetings with key project liaisons, including sector representatives, community organisations, and advocacy groups, were essential in maintaining the collaborative nature of the project. These meetings facilitated the sharing of insights, updates, and progress, while also ensuring alignment between the project's activities and broader sector goals. They helped to build stronger relationships and increase awareness of the Neve project across the disability and family violence prevention sectors.

Regular project progress reports

Throughout the life of the project, regular progress reports were produced and



shared with key stakeholders, including the Australian Government Department of Social Services (DSS). These reports provided updates on milestones, achievements, and challenges, ensuring transparency and accountability in the delivery of the project's objectives. Progress reports were also used internally to monitor and evaluate the effectiveness of various activities, allowing the team to make informed adjustments and improvements as needed.





Image: In-person co-design workshop in Brisbane May 2023. WWDA staff member, Zoe Houstain, is seated at a desk with two other people.

“As a survivor of multiple types of violence, I often feel dread when the subject comes up, because it is hard to talk about and can leave me feeling really bad. I left the workshop today feeling excited. I hope I will get to be a part of the next step in getting to tell the story of how all women and gender diverse people with disability are strong and have the right to feel safe.”

Online workshop participant



3. Project objectives and deliverables



Goals

The goal of the Neve project, as defined in the Project Monitoring, Evaluation, and Learning Framework, was:

“To help drive a reduction in violence against women, girls and gender-diverse people with disabilities and to improve service responses when violence occurs. Developed by women and gender-diverse people with disabilities, Neve makes available accessible web-based resources to provide quality information, education and support for women and gender-diverse people with disabilities about sex, relationship education, abuse, and violence and for those who support and work with them.”

Objectives

The project delivered this goal by meeting 5 project objectives across key elements of project delivery:

1. Improved accessibility of web-based resources for women and girls with disabilities (including intellectual disability), their families, support staff, educators, frontline workers, and practitioners.
2. Updated the existing Our Site website (www.oursite.wwda.org.au) to create a more accessible website that complies with Web Content Accessibility Guidelines (WCAG) for women with disabilities, including women with intellectual disability.
3. Created a new, expanded section of the website that provides information and support tailored to individuals working with women with disabilities (informal and formal care) around sex, relationship education, abuse, and violence against women with disabilities.



Note: The DSS agreed to a change of scope for the project, delivering Neve as a stand-alone website and not an expansion of the existing resource 'Our Site'.

4. Facilitated partnership with relevant stakeholders to develop resources for women with disabilities (including intellectual disability) and for those who support them (i.e., parents, guardians, support workers, teachers etc).
5. Incorporated a range of feedback and user-testing of the website and resources by women with disabilities (including intellectual disability) so they can navigate the resources with ease – sometimes with assistance from those who support them.

Expected outcomes

Through meeting the project objectives, the project contributed towards the achievement of two key outcomes:

1. To ensure that women with disabilities and those that provide informal care and support for them (i.e. families, friends, neighbours, communities etc.) have greater access to appropriate information, resources and support around safe sex, healthy relationships, abuse, and violence.
2. To create an additional evidence informed section and resource on the website to build greater capability in individuals working with women with disabilities (including clinical practitioners and frontline staff) to better understand, prevent and respond to abuse and violence against women with disabilities.



We aimed to deliver an online resource that speaks to a range of audiences and at the same time acknowledges and works to cater to how those audiences intersect. We also aimed to facilitate safe and accessible opportunities for people to share their experiences and ultimately contribute to the end product in which they saw their experiences reflected back.

“I feel like you all hit a gold standard of accessibility, awesome atmosphere and creating a safe space for survivors in this group. Awesome work!”

Online workshop participant



**My voice was included; and the
WWDA team really cared and
asked questions about my
suggestions and needs.**

Tessa



Image: A picture of Tessa with long brown hair and wearing a black jacket. There are flowers in the background. A speech bubble is quoting Tessa: “My voice was included; and the WWDA team really cared and asked questions about my suggestions and needs.”

We also achieved a key education component to the project. We produced the section for professionals in plain English so that the website and online resources (some of which are in Easy Read format) could be used directly by those working with WWD and their families. The ‘For professionals’ section has been the most accessed section of the website since its launch.



4. Methodology



Approach

We planned this project to elevate lived experience and co-design. WWDA has expertise in co-design, and this was again exemplified throughout this project. The Neve project employed a co-design and co-production approach, ensuring that the development of the website was both inclusive and reflective of the lived experiences of women with disabilities (WWD), their families, and the professionals who support them.

The project methodology centred on collaboration, accessibility, and iterative feedback to create a resource that truly addressed the unique needs of its audience. Key elements of the approach included:

- **Co-design framework**

The project was built on a robust co-design framework, ensuring that WWD were involved at every stage of the process. From initial planning to final implementation, women and gender-diverse people with disabilities provided input and direction through various engagement activities, such as workshops, surveys, and steering committee meetings. This approach prioritised the voices of those who would ultimately use the resource, ensuring the website was not just designed for them but *with* them.

- **Iterative development and feedback loops**

The Neve project utilised an iterative development process, allowing for multiple rounds of testing, feedback, and refinement. Website prototypes were shared with co-design participants during workshops and user-testing sessions, and their feedback was incorporated into



subsequent versions. This ongoing process ensured that the website evolved in response to the real-time needs and preferences of the community it served. Continuous feedback loops helped refine content, design, and functionality, resulting in a final product that was both practical and user-friendly.

- **Accessibility as a core principle**

Accessibility was a core principle guiding the project's methodology. The project team implemented a range of strategies to ensure that all activities and resources were accessible to participants, including the use of Easy Read materials, live captioning, larger text options, and trauma-informed approaches. The website itself was designed to be fully accessible, with Easy Read and plain English modes, text-to-speech capabilities, and a calm space for users to take breaks from sensitive content. The emphasis on accessibility was informed by the feedback and needs expressed by WWD throughout the project's lifecycle.

- **National reach and inclusivity**

The methodology emphasised national reach and inclusivity, with efforts made to engage WWD from diverse geographic, cultural, and socioeconomic backgrounds. The national survey, in-person and online workshops, and co-design sessions were designed to capture an array of experiences and perspectives. Particular attention was paid to ensuring that rural, remote, and underrepresented groups were included. The survey was also translated into six languages, including Northern Territory Kriol, to ensure linguistic accessibility.

- **Collaboration with key stakeholders**

The project engaged a wide range of stakeholders, including sector



representatives, service providers, community organisations, and advocacy groups. Regular meetings and consultations with these stakeholders ensured that the project was aligned with sector priorities and responsive to emerging needs. The Project Steering Committee (PSC) played a central role in providing oversight and strategic direction, ensuring that the project remained grounded in the lived experiences of WWD.

- **Monitoring, Evaluation, and Learning (MEL) framework**

To ensure accountability and continuous improvement, the project followed a Monitoring, Evaluation, and Learning (MEL) framework. This framework guided the evaluation of project activities, outputs, and outcomes, focusing on key questions such as how well the project engaged WWD, the effectiveness of the website, and the extent to which it built collaborative relationships. The MEL framework ensured that the project's goals were met while providing valuable insights for future initiatives.

- **Trauma-informed engagement**

Recognising the sensitive nature of the topics being addressed, such as domestic and family violence, the project adopted a trauma-informed approach to engagement. This included creating safe spaces for discussion, offering support services where necessary, and ensuring that participants felt heard and respected throughout the process. The trauma-informed approach was also reflected in the design of the website, which included features like a calm space and clear content warnings to support users who might be triggered by certain topics.



This comprehensive methodology, grounded in co-design, accessibility, and iterative feedback, allowed the Neve project to create a resource that was not only innovative but deeply responsive to the needs of women and gender-diverse people with disabilities across Australia.

Activities: Description of the activities and strategies used

The Neve project employed a comprehensive approach to ensure that the development of resources was inclusive, evidence-based, and responsive to the needs of women and gender-diverse people with disabilities. The following key activities were undertaken as part of the project's methodology:

Literature review: A thorough review of existing research, reports, and articles was conducted to understand the current state of knowledge related to violence, abuse, and online safety for women with disabilities. This informed the development of the project's framework and provided a foundation for identifying gaps in available resources.

Survey development: The project team developed a national survey tool, translated into six languages, including Easy Read and Northern Territory Kriol, to collect comprehensive data from women and gender-diverse people with disabilities, their families, and professionals. The survey gathered crucial insights into the experiences, challenges, and needs of the target groups, directly influencing the content of the Neve website.

Participant recruitment: Participants for the surveys, interviews, and co-design workshops were recruited through WWDA's networks, newsletters, social media, and partner organisations. A conscious effort was made to ensure a



diverse representation, including individuals from various backgrounds, geographic locations, and experiences of disability

Data collection: Data was collected through several methods, including surveys, interviews, and in-person and online co-design workshops. The iterative co-design approach ensured that the data collection was a continuous process, where feedback loops allowed participants to engage in the refinement of the Neve website and resources.

Data analysis: Collected data was analysed using both statistical and qualitative methods. The analysis helped identify the critical issues faced by women and gender-diverse people with disabilities, particularly concerning online safety, access to support services, and domestic and family violence. This analysis guided the development of accessible and practical resources that addressed these challenges.

Report writing: The findings from the literature review, data collection, and analysis were synthesised into this comprehensive report. The report outlines the insights gained from participants, the co-design process, and how the project successfully addressed gaps in existing resources for women and gender-diverse people with disabilities.

Tools and techniques: Tools, methods, and techniques employed

The Neve project utilised a range of tools, methods, and techniques to ensure the effective collection, analysis, and integration of data throughout the project's lifecycle. The project prioritised accessibility, inclusivity, and the involvement of women and gender-diverse people with disabilities at every stage. The following tools and techniques were employed:



Co-design workshops

The co-design approach was central to the development of the Neve website. Workshops, both online and in-person, were designed to actively involve participants in shaping the website's content and structure. These workshops were adapted to meet the accessibility needs of participants, including live captioning, Easy Read formats, and additional communication supports, allowing for iterative feedback and continuous refinement of resources.

Survey tools

A customised survey tool was developed to capture diverse perspectives from the target audiences, including women and gender-diverse people with disabilities, their families, and professionals. The survey was made available in Easy Read and plain English formats and was translated into six languages, including Northern Territory Kriol. This approach ensured that the data collection process was as inclusive and accessible as possible.

Data collection software

Digital survey platforms were used to distribute and collect responses from participants across Australia. Online surveys were supported by qualitative data collection methods, such as interviews and feedback forms, which were integrated into the co-design workshops. These tools facilitated efficient data collection and real-time tracking of participant engagement.

Accessibility tools

Accessibility was a core value of the Neve project. The website and all resources were developed using accessibility tools, such as screen readers, text-to-speech functionality, larger text options, and colour contrast adjustments. This ensured that both participants and users could engage with the content regardless of their disability, communication needs, or level of



digital literacy. Additionally, the content was provided in both Easy Read and plain English modes, offering users a choice based on their needs.

Data analysis methods

The project employed both quantitative and qualitative data analysis techniques to interpret the survey and feedback results. Qualitative data from interviews and workshop feedback was analysed thematically to identify key issues and suggestions, which directly informed the development of the website's content and resources.

User-testing

User-testing sessions were conducted at various stages of the project to ensure that the Neve website met the needs of its audience. These sessions were structured to allow participants to test the website's functionality, navigation, and accessibility features. Feedback from these sessions was crucial in refining the website to ensure it was user-friendly and accessible to people with varying disabilities.

Project management tools

To manage the project's progress and maintain regular communication with stakeholders, the project team utilised project management tools, enabling efficient coordination of timelines, deliverables, and resources. These tools also facilitated collaboration among team members, allowing for seamless integration of co-design feedback and iterative updates to the website.



How did we name Neve?

People in our community told us that they didn't want the name of the website to mention violence. They wanted a name that would keep them safe and make them *feel* safe at the same time.

To help us write the website, we invented a character with these goals in mind. We called the character 'Neve', a name that means 'bright'. The character we imagined is a wise and kind person with disabilities. We have described Neve as follows:

Neve has experienced violence and tough times. Now, Neve has great boundaries, which means being clear about what's okay and what's not okay. Neve shares knowledge to help our community become safer. Neve never judges but encourages you to live your best life. You could think of Neve as a wise older friend.

When we wrote the website, we imagined it was Neve talking. But really, Neve is not just one person. Neve brings together the lived experiences of our community to support us all.

Neve values

Early in the Neve project, the values that would guide its development were co-designed collaboratively with the Project Steering Committee (PSC) and participants from the broader co-design workshops. This process ensured that the values were not only reflective of the project's goals but also deeply rooted in the lived experiences and insights of women and gender-diverse people with



disabilities. The PSC played a central role in shaping these core principles, ensuring that the values aligned with the needs and priorities of the community Neve was created to serve.

Through open discussions and iterative feedback sessions, the following values were established to underpin every aspect of the project:

Equal opportunity: Ensuring that all women and gender-diverse people with disabilities have equal access to resources, support, and opportunities.

Accessibility: Prioritising accessibility in every facet of the project, from the website design to the ways participants were engaged in co-design sessions, ensuring all materials and processes are inclusive and accommodating.

Respect: Upholding respect for all individuals, particularly those with lived experiences of disability and violence, ensuring their voices were valued and heard.

Collaboration: Emphasising the importance of working together, with input from diverse stakeholders, including WWD, sector professionals, and community members, to create a resource that serves all.

Diversity: Acknowledging and celebrating the wide range of experiences, backgrounds, and identities within the disability community, ensuring that Neve is representative of all.

Community: Building a sense of belonging and mutual support within the Neve project, fostering connections among participants, and strengthening the WWD community.



Sexual and social safety: Committing to the creation of safe spaces, both online and in-person, where women and gender-diverse people can access information about relationships, safety, and violence prevention without fear of harm.

Care: Recognising the importance of care, both in the way the project was conducted and, in the resources, developed, ensuring that users and participants feel supported.

Inclusivity: Ensuring that Neve is welcoming and accessible to all, regardless of background, disability, or gender identity, and that its content reflects the intersecting needs of the community.

Empowerment: Enabling WWD to take control of their lives, make informed decisions, and access the tools they need to advocate for themselves and others.

Self-care: Encouraging users to prioritise their own wellbeing, providing resources that support mental, emotional, and physical health.

Freedom: Supporting the right of every individual to live free from violence, abuse, and discrimination, and to make choices about their own lives.

Resilience: Acknowledging the strength and resilience of women and gender-diverse people with disabilities and building a resource that helps them continue to thrive.

Self-determination: Valuing the autonomy of WWD, ensuring that they are at the centre of all decisions regarding their lives and wellbeing.



Trust: Fostering trust between the project team, participants, and users, ensuring that the co-design process and the final product are built on honesty, transparency, and mutual respect.

These values, co-designed with the PSC and the broader Neve community, were fundamental to the project's success, guiding every decision and ensuring that the Neve website remained a resource created by and for women and gender-diverse people with disabilities.

Engaging stakeholders

The Neve project engaged a broad and diverse range of stakeholders to ensure the website's development was deeply informed by those it was designed to serve. Throughout the project, we met with women and gender-diverse people with a range of disabilities, along with their families, support networks, and service providers. This engagement extended to local, state, and national disability and domestic and family violence (DFV) sector representatives, ensuring that the project had a comprehensive understanding of the issues faced by its target audiences.

The Neve project was developed by and for women and gender-diverse people with disabilities, with their voices driving the design, implementation, monitoring, and evaluation of all targeted measures. This approach ensured that the project's activities directly responded to the community's needs and priorities, particularly in reducing violence against women and gender-diverse people with disabilities.



Co-design and co-production approach

Central to the Neve project's success was its application of a co-design (and co-production) approach, which ensured that the website was inclusive and led by the very people it aimed to support. Co-design is a collaborative and participatory process that places decision-making authority in the hands of end users. In this case, women and gender-diverse people with disabilities, their families, and professionals in the sector were actively involved in shaping and influencing the project from the very beginning to the final product.

This approach goes beyond consultation, engaging participants in problem-solving, feedback, and refinement throughout the project's lifecycle. Co-design is increasingly recognised as critical in the disability sector, as it ensures that the development process remains user-centred, addressing real needs and preferences. It is also consistent with a human rights approach. The Convention on the Rights of Persons with Disabilities recognises that people with disabilities have the right to be actively involved in decision-making processes about policies and programmes, including those directly concerning them. Previous WWDA projects like Our Site have successfully utilised co-design to enhance inclusivity, and the Neve project followed in these footsteps, further refining this practice to engage its community effectively.





Image: One-to-one user-testing session in Perth, May 2023. A member is sitting in a powered wheelchair testing the website with the web developer.

Inclusive and accessible engagement

One-to-one user-testing sessions exemplified the depth of engagement with women and gender-diverse people with disabilities. The project's inclusive approach meant that accessibility was a core consideration from the very beginning, not something added later. Accessibility features were integrated into both the development process and the final product, ensuring that participants were able to fully engage in the co-design process and that the resulting website was as accessible as possible.



The involvement of people with disabilities in every stage of design and development was crucial to the project's success. By using a co-design approach, the project team was able to identify potential barriers to access and develop solutions that were informed by the lived experiences of WWD. This deep, meaningful engagement guaranteed that the Neve website was not only practical and user-friendly but also truly reflective of the needs and priorities of the women and gender-diverse individuals it was built to support.

The inclusive and participatory approach taken by the Neve project demonstrated the power of co-design in creating solutions that are accessible, relevant, and impactful for the community it aims to serve.



Table 1. Mechanisms for engaging WWD

Mechanism	Stakeholders	Engagement detail	
Project Steering Committee	Up to 10 women and gender-diverse people with disabilities in Australia, including some members with lived experience of gender-based violence. Members selected from volunteer responses to an advertisement to WWDA members. A conscious effort has been made to select participants from diverse backgrounds and geographic locations.	Purpose	To ensure the website and development process is led by the needs and priorities of WWD.
		Project stages	Ongoing provision of expert advice throughout the project, from implementation to evaluation.
		Engagement approaches	<ul style="list-style-type: none"> • Accessible online meetings every 6 weeks • Regular communication • Opportunities for additional involvement including co-production of resources, expert



Mechanism	Stakeholders	Engagement detail	
			review panels etc as outlined below.
Co-design and user-testing workshops	Targeted towards women and gender-diverse people with disabilities, their supporters and professionals who work with them, from across Australia. Participants invited through WWDA membership email newsletters and social media; direct email communication; and through other partners, service provider networks and memberships.	Purpose	Provide input into how to make the website design, content and functionality most relevant, usable and accessible. To ensure the website content and approach meets the needs of women, girls and gender-diverse people with disabilities.
		Project stage	Early-project: following initial design and project planning.
		Engagement approaches	Participation in a half day, face-to-face or online workshop (adapted to meet accessibility and communication



Mechanism	Stakeholders	Engagement detail	
	Up to 10 participants from across Australia per workshop. Up to 20 workshops.		requirements of participants). Participation in discussions about each of the website content areas and the website design Iterative feedback opportunities.
National online survey	Targeted towards women and gender-diverse people with disabilities, their supporters and professionals who work with them, from across Australia. Participants invited through WWDA membership email newsletters and social media; direct email	Purpose	Provide input into how to make the website design, content and functionality most relevant, usable and accessible. To ensure the website content and approach meets the needs of women, girls and gender-diverse people with disabilities.
		Project stage	Mid-project following first round of co-



Mechanism	Stakeholders	Engagement detail	
	communication; and through other partners, service provider networks and memberships.		design workshops and initial content planning.
		Engagement approaches	<ul style="list-style-type: none"> Detailed online survey Translated into six languages other than English including NT Kriol Available in Easy Read
Expert Co-production Panel (ECP)		Purpose	<p>To engage WWDA members in specialist roles including:</p> <ul style="list-style-type: none"> Reviewing the Easy Read Content. Create materials, assets, and content by women and girls with disabilities. Provide unique insights from a broad



Mechanism	Stakeholders	Engagement detail	
			array of expertise and experience.
		Project stages	Mid-term – following draft website site map development.
		Engagement approaches	<p>The WWDA Our Site/Neve team members liaised directly with each member of the panel to discuss the needs of the project and identify the skills a panel member could bring to the development of essential items.</p> <p>Panel members were required to identify specific tasks or areas that they were able/willing to contribute to via the</p>



Mechanism	Stakeholders	Engagement detail	
			completion of the Skills Register form.
Expert Review Panel	Up to 10 participants from the Project Steering Committee, WWDA Youth Advisory Group and co-design workshops participants. If more than 10 people are interested, a focus group session will be run.	Purpose	To review and provide feedback on content - meaning all the information provided in the <i>Understanding our experiences</i> section And functionality - meaning things like, how easy it is to use, to move between topics, to find what you are looking for etc.
		Project stages	Mid – Late project: during second round of content drafting
		Engagement approaches	EOI to target group. Written feedback (survey).



Mechanism	Stakeholders	Engagement detail	
			Website review focus group session.
Quality Review panel	Up to 10 women with disabilities and/or experts in one or more of the information areas covered by the Website.	Purpose	To provide expert feedback on website content.
		Project stages	Late – end project: following second round of content drafting
		Engagement approaches	Review and feedback on draft iterations of website content (via email and written feedback). Thorough review of website content prior to final user test. Final approval of website content and design.

Table 1 summarises the mechanisms employed by the project for meaningful involvement of WWD in designing and producing the web-based resource.



The project also engaged the secondary stakeholders of the website, which included support persons, carers, friends and family members, disability and women’s advocacy organisations, and additional service providers (Table 2).

Table 2. Mechanisms for secondary stakeholders of the website

Mechanism	Stakeholders	Engagement detail	
Co-design and user testing workshops	Support persons, carers, friends and family members Disability and women’s advocacy organisation representatives Relevant service provider representatives	Purpose	To ensure the website content and approach meets the needs of secondary audiences. To obtain feedback on Website content intended for secondary target audiences, to ensure it meets their needs.



Mechanism	Stakeholders	Engagement detail	
		Project stages	Early-project: following initial design and project planning
		Engagement approaches	Participation in a half-day, face-to-face or online workshop (adapted to meet accessibility and communication requirements of participants). Participation in discussions about each of the website content areas and the website design.



Mechanism	Stakeholders	Engagement detail	
			Iterative feedback opportunities.
National Online Survey	Secondary target audiences (family, friends, carers and service organisations)	Purpose	To obtain feedback on draft website content intended for secondary target audiences, to ensure it meets their needs.
		Project stages	Mid-project following first round of co-design workshops and initial content planning
		Engagement approaches	<ul style="list-style-type: none"> Detailed online survey



Mechanism	Stakeholders	Engagement detail	
			<ul style="list-style-type: none"> • Translated into six languages other than English including NT Kriol • Available in Easy Read



Engagement strategy

The Neve project placed a strong emphasis on engaging a wide range of stakeholders to ensure that the website and its resources were widely known, supported, and used by those it aimed to serve. A multi-faceted approach was employed to build relationships, raise awareness, and promote Neve across various sectors. Key components of this engagement strategy included maintaining a comprehensive stakeholder master list, participating in relevant conferences and events, and creating targeted communication materials, including soft and digital sector launch packs.

- **Stakeholder Master List**

To ensure comprehensive and targeted engagement, the project team developed and maintained a detailed **Stakeholder Master List**. This list included key individuals, organisations, and sector representatives who were involved or interested in supporting women and gender-diverse people with disabilities. It encompassed a diverse array of stakeholders, including disability advocacy groups, service providers, community organisations, and government agencies. By maintaining this database, the project ensured that important updates, invitations, and resources were consistently shared with relevant parties. The master list also facilitated targeted outreach efforts, ensuring that the right stakeholders were engaged at every phase of the project.

- **Conferences/expos/events register**

Participation in relevant **conferences, expos, and events** was a key



strategy for promoting the Neve project and building relationships within the sector. The project team actively attended and presented at various national and regional events to showcase the project, share insights, and foster connections with professionals working in domestic and family violence prevention, disability services, and other related fields. These events provided valuable opportunities to raise awareness about the Neve website and its resources, encourage sector-wide adoption, and gather feedback from key audiences. A register of all conferences, expos, and events attended was maintained to ensure ongoing engagement and follow-up with contacts made during these events.

- **Soft launch pack**

Ahead of the official website launch, the project team created a **soft launch pack** to share with selected stakeholders, including members of the Project Steering Committee, sector representatives, and key community partners. This pack contained information about the upcoming website launch, an overview of the project, and materials that could be used to promote the Neve website within their networks. The soft launch was designed to build momentum and ensure that early feedback could be integrated before the broader public launch. The pack also included co-branded materials and resources that could be distributed digitally or in-person to amplify the message.



- **Digital Sector Pack**

In addition to the soft launch materials, the project team developed a comprehensive **Digital Sector Pack** designed specifically for sector professionals and organisations. This pack included key information about the Neve website, and guidance on how professionals working with women with disabilities could use the website to improve their services. The digital sector pack was designed to be easily shareable, ensuring that it could be widely distributed across networks. It included promotional materials, and social media assets to help sector representatives promote Neve within their own organisations and communities. The pack was part of the broader engagement strategy to ensure that professionals and service providers were fully equipped to integrate Neve into their work with women and gender-diverse people with disabilities.



5. How we involved women with disabilities in creating Neve



Co-design

The Neve project employed a comprehensive co-design model to ensure that women and gender-diverse people with disabilities were meaningfully involved at every stage of the website's creation. This co-design approach allowed participants to contribute their lived experiences and expertise, ensuring that the final product truly reflected their needs and priorities. The co-design process was structured to be flexible, inclusive, and responsive, offering multiple levels of participation and a range of accessible engagement options.

We took significant steps to meet the diverse accessibility needs of participants, including providing materials in accessible formats such as 14-point font, 1.5-line spacing, Easy Read, live captioning, and tailored workshop accommodations. Participants were given opportunities to choose how they wanted to engage, ensuring that everyone could contribute in a way that suited their individual needs and circumstances.

Key elements of this approach included:

- **Accessible design processes**

From the outset, we ensured that all design processes and materials were fully accessible to people with a variety of disabilities and needs. Based on the national survey, which revealed that 66% of respondents have multiple disabilities, we made it a priority to consider diverse accessibility requirements. Physical disability was the most commonly selected category (44%), but other types of disabilities were also widely



represented, prompting a careful focus on ensuring that the website and co-design materials accommodated all users effectively.

- **Multiple levels of participation**

We recognised that participants had different needs and preferences for engagement. Therefore, we offered multiple levels of participation, allowing individuals to choose how they applied their lived expertise. Whether participants preferred to attend workshops, provide written feedback, or engage in user-testing, we ensured there were flexible options to suit their needs. This empowered participants to contribute in ways that felt comfortable and meaningful to them.

- **Flexible and inclusive co-design process**

The co-design process was intentionally designed to be flexible and inclusive, offering both online and in-person engagement opportunities. We adapted to the needs of participants by providing a variety of entry points into the process, ensuring that no one was excluded due to accessibility or geographic barriers. This inclusive approach fostered greater participation from women and gender-diverse people with disabilities across Australia.

- **Continuous learning and adaptation**

Throughout the project, we were committed to learning from participants' feedback and experiences. We continuously refined the design and implementation of Neve based on the insights we received, ensuring that the project remained responsive to the evolving needs of its participants. This iterative approach helped to build trust and ownership among the co-design participants, as they could see their input being incorporated into the final product.



Co-design process for Neve

The co-design process involved multiple key components, which collectively ensured broad and meaningful participation:

- **Project Steering Committee (PSC)**

A Project Steering Committee consisting of nine women and gender-diverse people with disabilities, some of whom had lived experiences of gender-based violence, provided oversight and strategic direction for the project. The PSC played a central role in shaping the development of the website and ensuring that it addressed the real needs of its target audience.

- **Co-design and user-testing workshops**

A series of co-design and user-testing workshops were held, engaging women and gender-diverse people with disabilities, their families, supporters, and professionals across Australia. These workshops were conducted both in-person and online, allowing participants from a range of geographic locations to contribute. The workshops focused on gathering feedback about the website's content, design, and functionality to ensure that it met the needs of its users.

- **National online survey**

The project conducted a national online survey in both plain English and Easy Read formats. The survey was translated into six languages, including Northern Territory Kriol, to ensure that non-English speakers and Indigenous communities could participate. This survey provided valuable data on the needs and experiences of women and gender-



diverse people with disabilities, which informed the development of the website.

- **Expert Co-production Panel**

The Expert Co-production Panel, made up of subject matter experts and skilled technical professionals, was responsible for contributing to the production of content and materials for the website. This panel played a crucial role in co-designing resources that were both accessible and relevant to the target audience.

- **Expert Review Panel**

The Expert Review Panel was convened to review and provide feedback on the website's content and functionality. The panel's input, which included insights from surveys and focus groups, helped ensure that the website was user-friendly and met the high standards of accessibility required by the project.

- **Quality Review Panel**

A Quality Review Panel was established to provide expert feedback on the website's content, ensuring that it was accurate, comprehensive, and accessible to a wide audience. The panel's review process was a final step in refining the website before its launch.

Supporting meaningful participation

In planning the involvement of women and gender-diverse people with disabilities in the co-design process, we explored various activities and participation options to meet each individual's preferred level of engagement. We made sure to meet people where they were, offering the support they needed to contribute in ways that felt comfortable and empowering.



Crucially, we allowed sufficient time and space for the co-design process to be deeply meaningful. Participants were not rushed or pressured; instead, we encouraged thoughtful and reflective contributions, ensuring that everyone had the opportunity to provide feedback and see how their input was incorporated.

The process was iterative—we returned to the same groups and individuals throughout the project to validate whether we were on the right track. We shared back with participants how their contributions were being implemented, fostering a sense of ownership and pride in the project.

Co-design is about challenging assumptions and biases. It's about asking questions, genuinely listening, and being flexible and adaptable. We built mechanisms into the process to facilitate these aspects, ensuring that the Neve project was not only strengths-based but also responsive to the real-time feedback and evolving needs of the participants. This co-designed, community-driven approach was key to the project's success, creating a website that truly serves women and gender-diverse people with disabilities



Impact: How meaningful the co-design approach was for the people involved

“The development of Neve was an empowering, community building project. The project brought us together and I believe that this enhanced the way we worked together and developed ideas collaboratively.”

PSC Evaluation – Luna

The co-design approach used in the Neve project had a profound and lasting impact on the women and gender-diverse individuals with disabilities who participated. This collaborative process not only ensured that the website was tailored to the needs of its target audience but also provided participants with a range of meaningful personal and professional benefits. By placing decision-making power in the hands of the participants, the co-design process became an empowering experience, validating their lived experiences and expertise while fostering a deep sense of community and ownership.

1. Empowerment and ownership

One of the most significant impacts of the co-design approach was the sense of empowerment it gave those involved. By actively engaging participants at every stage of the project, from initial planning to final implementation, the



co-design process placed them at the heart of decision-making. This approach was not only about gathering input but about ensuring that the voices of women and gender-diverse people with disabilities shaped the website's content, design, and functionality. Participants felt a deep sense of ownership over the project as their ideas, experiences, and suggestions were visibly integrated into the final product. This empowerment was particularly meaningful for women and gender-diverse people with disabilities who have often been excluded from decision-making processes in other contexts.

2. Validation of expertise and lived experience

The Neve project recognised that the most valuable expertise comes from lived experience, especially in addressing complex issues like domestic and family violence, disability, and accessibility. The co-design process treated participants as experts in their own lives, validating their insights and ensuring that their contributions were taken seriously. For many, this acknowledgment of their lived experience as a form of expertise was both affirming and transformative. It reinforced the idea that their voices were not just heard but were central to creating meaningful, accessible resources. This validation had a lasting impact, boosting participants' confidence and reinforcing their ability to advocate for themselves and others.



3. Building a sense of community

The co-design process also helped participants build a strong sense of community. Through workshops, meetings, and feedback sessions, women and gender-diverse people with disabilities were able to connect with others who shared similar experiences and challenges. These interactions created a supportive network where participants could share their stories, exchange ideas, and collaborate on solutions. For many, this sense of community was one of the most valuable outcomes of the project. It reduced feelings of isolation and helped participants realise that they were part of a larger movement advocating for the rights and safety of women with disabilities.

4. Increased skills and confidence

In addition to personal growth, the co-design process provided participants with opportunities for skills development. By engaging in workshops, content creation, and feedback sessions, many participants developed new skills in communication, collaboration, digital accessibility, and user-testing. For some, this was their first time participating in a project of this scale, and the experience helped boost their confidence in both personal and professional capacities. Participants reported feeling more equipped to engage in similar projects in the future, as well as a greater ability to advocate for their own needs and those of others in their community.



5. Tangible contributions to a national resource

Participants took great pride in the fact that their contributions directly shaped a national resource designed to support women and gender-diverse people with disabilities. The Neve website stands as a testament to the meaningful involvement of its users, and participants were able to see the tangible impact of their involvement. Knowing that their insights were instrumental in creating a resource that will help thousands of others across Australia gave participants a deep sense of accomplishment and purpose.

Benefits: How co-design participants benefited from their involvement

The co-design process was a central component of the Neve project, and it was designed to ensure that the participants, particularly women and gender-diverse people with disabilities, not only contributed to the development of the website but also gained meaningful benefits from their involvement. The co-design process prioritised inclusivity, collaboration, and mutual respect, and participants experienced a range of personal and professional benefits, as a result of their engagement.

Remuneration for contributions and participation

A key principle of the project was to ensure that all participants were fairly compensated for their time, knowledge, and expertise. This acknowledgment of their valuable contributions was reflected in the fact that co-design participants were **always remunerated** for their involvement. Whether they attended workshops, provided feedback, or participated in review panels,



participants were paid for their contributions, which reinforced the project's commitment to valuing their lived experience and expertise. This also ensured that participants felt respected and that their input was taken seriously, supporting a genuine, non-tokenistic engagement process.

Forming connections with others

Through workshops, feedback sessions, and other co-design activities, participants had the opportunity to **form meaningful connections** with others in the disability community. The process of working together in co-design not only facilitated collaboration but also allowed participants to bond over shared experiences and challenges. These connections were important in building solidarity among participants and strengthening their sense of belonging to a larger movement advocating for the rights and safety of women and gender-diverse people with disabilities.

Belonging to a community

One of the most significant benefits reported by participants was a sense of **belonging to a supportive community**. The co-design process fostered a welcoming and inclusive environment where participants could openly share their thoughts, ideas, and experiences without judgment. Many participants expressed that they felt heard and valued in ways they had not experienced before. This sense of community helped combat feelings of isolation and provided emotional and social support, further empowering participants to advocate for themselves and others.



Skills development

The co-design process provided participants with opportunities for **skills development** across a range of areas. For many, involvement in workshops, content creation, and website testing helped them to develop new skills in communication, leadership, collaboration, and problem-solving. Some participants gained specific technical skills related to digital accessibility and user experience, while others strengthened their advocacy and public speaking skills. This development of skills not only benefited participants within the project but also had a lasting impact on their confidence and capabilities beyond the scope of Neve.

Valuing expertise and lived experience

Central to the Neve project was the recognition and elevation of **expertise based on lived experience**. Throughout the co-design process, the project team made it clear that participants' insights and experiences were critical to shaping the website and its resources. This validation of their expertise provided participants with a sense of pride and ownership in the final product. Their input was not only listened to but actively incorporated into the design and content of the website, reaffirming their role as key contributors to a project that would ultimately serve their community. This acknowledgment of their lived experience also helped participants feel more empowered in their personal and professional lives, as they saw the tangible impact of their contributions.



In summary, the co-design participants benefited greatly from their involvement in the Neve project. Beyond remuneration and skill-building, they gained a deeper sense of community, formed lasting connections, and experienced the validation of their expertise and lived experiences. These benefits made the co-design process not only valuable for the development of the website but also deeply impactful for the participants themselves.

“Being part of the team was an honour. It allowed me to feel a sense of belonging. I also felt I developed skills in leadership and bringing to voice of my community.”

PSC Evaluation – Tessa



Outcomes: Successful co-design with women with disabilities

The Neve project's co-design approach yielded significant and successful outcomes, particularly in how it involved women and gender-diverse people with disabilities throughout the development process. The inclusive and participatory methodology ensured that the website and its resources were shaped by the lived experiences of those it aimed to serve, resulting in a product that truly reflected their needs, values, and aspirations. Below are the key outcomes that highlight the success of this co-design approach.

1. Creation of a user-centred and accessible website

The most tangible outcome of the co-design process was the development of an accessible, user-friendly website that effectively addressed the complex needs of women with disabilities. The iterative co-design process ensured that the content, design, and functionality of the Neve website were tailored to the real-life experiences and challenges faced by its users. The feedback loops and continuous user-testing allowed the project team to refine the website, making sure it was not only accessible but also easy to navigate, informative, and welcoming. By focusing on accessibility from the outset, the project successfully created a resource that offers multiple modes of engagement, such as Easy Read, plain English, text-to-speech, and larger text options, ensuring inclusivity for all users.

2. Integration of lived experience into every aspect of the project

One of the hallmarks of successful co-design is the integration of lived experience into the heart of the project. The Neve project achieved this by



placing women and gender-diverse people with disabilities in key decision-making roles through the Project Steering Committee (PSC), workshops, and user-testing sessions. This approach ensured that the voices of those with firsthand experience of disability, violence, and accessibility challenges directly shaped the website. Participants did not just provide feedback; they were co-creators who influenced the content, design, and direction of the project. This integration resulted in a website that is not only practical but also deeply resonant with the lived realities of its users.

3. Development of resources that address key gaps in information

Through extensive consultation with women with disabilities, their families, and sector professionals, the Neve project successfully identified and addressed key gaps in information related to domestic and family violence, online safety, and healthy relationships. The co-design process revealed areas where current resources were insufficient or inaccessible, allowing the project to develop new content that specifically catered to these unmet needs. The result was the creation of highly relevant and accessible resources, such as Easy Read guides on recognising abuse, maintaining healthy relationships, and navigating online spaces safely. These resources are now readily available to the women and gender-diverse individuals who need them most.

4. Strengthened community bonds and empowerment

Another significant outcome of the co-design approach was the strengthening of community bonds among participants. Through workshops and collaborative sessions, women and gender-diverse people with disabilities connected with others who shared similar experiences and challenges. This



sense of community fostered an environment of mutual support and empowerment. Participants reported feeling a stronger sense of belonging and pride in contributing to a project that had real-world impact. Moreover, the validation of their lived experience as a form of expertise further empowered them, giving them the confidence to advocate for themselves and their communities in other areas of their lives.

5. Increased capacity for future co-design initiatives

The Neve project not only produced a successful website but also laid the groundwork for future co-design initiatives by building capacity among participants. Many women and gender-diverse individuals who took part in the project developed new skills in areas such as collaboration, digital accessibility, content creation, and advocacy. These skills have equipped participants to take on similar roles in future projects, both within and beyond the disability sector. The success of the Neve project demonstrated that co-design is not only a viable method but an essential approach for developing resources that truly serve the needs of women with disabilities.

6. Ongoing commitment to continuous improvement

The co-design process emphasised the importance of continuous learning and adaptation, and this has been built into the Neve project as an ongoing practice. Mechanisms for review and feedback have been established to ensure that the website continues to evolve in response to user needs. This commitment to continuous improvement reflects the project's core belief that successful co-design does not end with the launch of a product but requires



ongoing engagement and refinement. As the website grows and reaches more users, further feedback will be incorporated to ensure it remains a relevant and valuable resource.



This website is more than just a resource. It is a community of people having these conversations, sharing their lives, sharing their hopes for a safer future for women and girls with disability and believing that a community of people can create a new way forward

Kay



Image: A picture of Kay Barnard. There are flowers in the background.

A speech bubble is quoting Kay: “This website is more than just a resource. It is a community of people having these conversations, sharing their lives, sharing their hopes for a safer future for women and girls with disability and believing that a community of people can create a new way forward.”



6. How we prioritised website accessibility and quality



Approach

Our framework for website accessibility and quality

From the outset, the Neve project was committed to creating a website that prioritised both accessibility and high-quality user experience. The design and development process was shaped by extensive input from women and gender-diverse people with disabilities, ensuring that accessibility was not an afterthought, but a core principle embedded in every aspect of the website.

Survey insights on accessibility needs

In response to a survey conducted as part of the project, many participants highlighted the key features they associate with accessible services. Of respondents, 17% emphasised the importance of offering multiple contact options, including phone, online, and in-person support, as essential components of accessibility. Respondents also emphasised the value of accessible web design, with 12% specifically noting the need for features such as captions, infographics, and Easy Read options.

Respondents identified inclusivity, awareness, and representation of diversity and disability as critical markers of accessibility. This reinforced the project's commitment to ensuring that the website represented the full spectrum of experiences of women and gender-diverse people with disabilities, with attention to various intersecting identities and needs.



Key features of accessible web design

To meet the diverse needs of its users, the Neve website was designed with a range of accessibility features. Respondents to the survey highlighted the following elements as particularly effective in making web resources accessible:

- **Multiple formats:** The website includes content in a variety of formats, including audio, video, visual aids, and PDFs. This multi-format approach allows users to engage with the content in ways that suit their individual needs and preferences.
- **Image descriptions:** To make visual content accessible to all users, the website features detailed image descriptions, ensuring that users with visual impairments can understand the context and meaning of images used throughout the site.
- **Easy Read and plain English options:** Easy Read was one of the most highly requested features, with 66% of respondents identifying it as the most effective format for communicating about abuse and violence against women with disabilities. This emphasis on Easy Read reflects the need for content to be clear, concise, and easily understandable. The website also offers content in plain English for users who prefer that format.
- **Mobile-first design:** Recognising the importance of accessibility across devices, the website was developed with a mobile-first approach. This ensures that users can access the site seamlessly on smartphones and tablets, making the content available to a broader audience, regardless of the device they use.



Preferred formats for communicating information

When asked to nominate the most effective formats for communicating information about abuse and violence against women with disabilities, respondents highlighted the following:

- **Easy Read materials:** Chosen by 66% of respondents, Easy Read materials were considered the most effective format for making complex information accessible to people with disabilities.
- **Social media:** 62% of respondents emphasised the importance of social media as a key platform for communication and outreach, particularly in reaching a broader audience and disseminating critical information.
- **Images and blog posts/stories:** Visual content and narrative-driven formats, such as images and blog posts, were also highly regarded, with 54% of respondents selecting these as effective tools for engaging users and conveying information in an accessible and relatable way.

Inclusivity as a cornerstone of accessibility

The Neve project also placed significant importance on inclusivity, ensuring that the website reflected the diversity of its users. This involved not only making the content accessible but also ensuring that it resonated with the broad experiences of women and gender-diverse people with disabilities. Representation was key, with the website incorporating diverse stories, perspectives, and resources tailored to different needs, including language translations and culturally relevant materials.



Assessment: How we assessed the accessibility and quality of Neve

Approach: Our framework for website accessibility and quality

The Neve project was designed with a strong commitment to accessibility and quality from the start, ensuring that the website would be an inclusive resource for women and gender-diverse people with disabilities. To achieve this, the project team adopted a multi-faceted approach that combined feedback from users, rigorous testing, and expert guidance. This ensured that accessibility was woven into every stage of the website's development, with a particular focus on usability, inclusivity, and ease of access.

Accessibility features of the Neve website

The Neve website was developed following the **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA** standards to ensure it met high accessibility criteria. The website includes several key features designed to support users with diverse needs:

- **Easy Read and plain English versions:** The website provides both Easy Read and plain English options to accommodate users with different literacy and comprehension needs. Easy Read materials use clear, concise language with supporting images, making it easier for users with intellectual disabilities or those who prefer simplified information to understand. Plain English offers more detailed explanations, still ensuring clarity and accessibility.



- **Text-to-speech and adjustable text size:** Recognising that some users may have difficulty reading, the website includes a text-to-speech feature that allows users to listen to the content. Additionally, users can increase the text size for better readability, particularly for those with visual impairments.
- **Alt text and image descriptions:** All images on the website include alt text and image descriptions to ensure that visually impaired users, particularly those using screen readers, can understand the visual elements of the site.
- **Keyboard navigation:** The website is fully accessible via keyboard navigation, catering to users with mobility impairments who may rely on keyboard shortcuts or assistive devices for browsing.
- **Mobile-first design:** The website was developed with a mobile-first approach, ensuring that it functions smoothly on smartphones and tablets, which is especially important for users in rural or remote areas who primarily use mobile devices to access the internet.

Inclusivity and representation

Beyond technical accessibility, the Neve project emphasised the importance of inclusive content. The website was designed to reflect the diverse experiences of women and gender-diverse people with disabilities, ensuring that all users felt represented and respected. Key elements included:

- **Multiple language translations:** To accommodate non-English-speaking users, the website offers translations in several languages, including Chinese (Traditional), Chinese (Simplified), Arabic, Turkish, Vietnamese,



and Northern Territory Kriol. This was done to ensure that critical information is accessible to people from culturally and linguistically diverse backgrounds.

- **Culturally relevant resources:** The project team worked closely with various communities to ensure that the website's content was culturally sensitive and relevant. This approach acknowledged the intersectionality of disability, gender, and culture, providing resources that cater to the unique needs of different groups.

Insights from user-testing and expert review panels

User-testing played a central role in refining the accessibility and quality of the Neve website. The project team conducted one-to-one user-testing sessions and co-design workshops, both in-person and online, with women and gender-diverse people with disabilities. Participants tested the website's features, including navigation, content formats, and accessibility tools. Their feedback was instrumental in identifying potential barriers and suggesting improvements, ensuring that the final product met their needs effectively.

Alongside user-testing, the Expert Review Panel and Quality Review Panel were established to provide specialist guidance on the website's content and functionality. The Expert Review Panel included subject matter experts from the disability, violence prevention, and digital accessibility sectors. They reviewed the site's accessibility features, such as alt text, Easy Read content, and language translations, providing feedback on their effectiveness and identifying areas for further enhancement. The Quality Review Panel then



focused on ensuring that the website's content was accurate, up-to-date, and aligned with the latest best practices in accessibility and disability support.

Through these review processes, the Neve website was continually improved to ensure it met the highest standards of usability and accessibility. The iterative feedback loops between the project team, co-design participants, and expert reviewers guaranteed that the website remained responsive to the evolving needs of its users.

Ongoing commitment to accessibility

The Neve project is dedicated to continuous improvement, with mechanisms in place to gather ongoing feedback from users. The accessibility statement on the [Neve website](#) outlines the team's commitment to maintaining and improving accessibility features. Users are encouraged to provide feedback on any accessibility challenges they encounter, and the project team remains responsive to incorporating further updates and enhancements as needed.



Outcomes: Creation of an accessible, high-quality website

One of the most significant outcomes of the Neve project was the successful creation of a fully accessible, high-quality website designed to meet the unique needs of women and gender-diverse people with disabilities. This achievement was the result of a comprehensive, user-centred design process that prioritised accessibility, usability, and inclusivity from the very beginning.

1. User-centred and accessible design

The website's design was rooted in the principles of user-centred design, ensuring that it was shaped by the lived experiences and input of its primary audience—women with disabilities. Through extensive co-design workshops, user-testing sessions, and expert review panels, the project team worked closely with participants to ensure that the site was easy to navigate, intuitive, and accessible to all.

The website was developed in alignment with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, ensuring that it meets high standards of accessibility. Key features include:

- **Easy Read and plain English versions:** The website provides content in both Easy Read and plain English formats to ensure that it is accessible to users with a wide range of literacy levels and cognitive abilities. Easy Read materials use clear, concise language supported by images, while plain English offers more detailed explanations in straightforward language.
- **Text-to-speech and adjustable text size:** To accommodate users with visual impairments or those who prefer to listen rather than



read, the website includes a text-to-speech function and adjustable text sizes for improved readability.

- **Image descriptions and alt text:** All images on the website are accompanied by detailed alt text and image descriptions, making visual content accessible to users with visual impairments who rely on screen readers.
- **Keyboard navigation:** The website is fully navigable via keyboard, ensuring that users who cannot use a mouse or other pointing devices can easily access all features and content.

2. Inclusive and multilingual content

Inclusivity was a core focus of the Neve project, resulting in a website that reflects the diverse experiences and needs of its users. The website was made available in multiple languages, including Chinese (Traditional), Chinese (Simplified), Arabic, Turkish, Vietnamese, and Northern Territory Kriol. This multilingual approach ensures that the website is accessible to women and gender-diverse individuals from culturally and linguistically diverse backgrounds, broadening its reach and impact.

Additionally, the website content was tailored to be culturally relevant and sensitive, acknowledging the intersectionality of disability, gender, and culture. This inclusive approach was informed by co-design participants, ensuring that the website speaks directly to the lived experiences of its users.



3. Informed by co-design and expert input

The development of the Neve website was a highly collaborative process, with co-design participants and expert review panels playing central roles in shaping its content and structure. Women and gender-diverse people with disabilities, their families, and professionals working in the disability and domestic violence sectors contributed to the co-design workshops, providing valuable feedback on accessibility features, usability, and content relevance.

The Expert Review Panel, composed of subject matter experts in digital accessibility and violence prevention, rigorously reviewed the site's content and features to ensure they met the needs of the target audience. Meanwhile, the Quality Review Panel ensured that all content was accurate, up-to-date, and aligned with best practices. These review processes allowed for continuous refinement of the website, ensuring that it was both high-quality and highly relevant.

4. Empowering women with disabilities

One of the key outcomes of the website's creation was the empowerment it provided to its users. By delivering accessible, clear, and practical information on domestic and family violence, online safety, and healthy relationships, the website empowers women and gender-diverse people with disabilities to promote their safety and wellbeing. The website provides critical resources that help users navigate complex issues, advocate for themselves, and access the support services they need.



The co-design process itself also contributed to this empowerment, as participants saw their contributions reflected in the final product. This sense of ownership and pride in the website's creation further strengthened its impact.

5. A lasting, adaptable resource

The Neve website is designed to be a living resource, continually updated and improved based on user feedback and evolving best practices. The ongoing commitment to accessibility means that the website will remain responsive to the needs of its users over time, ensuring its continued relevance and utility. Mechanisms for gathering and integrating user feedback are in place, ensuring that future updates will further enhance the accessibility, inclusivity, and quality of the website.

"I have seen in my disability network that there is a real need for the Neve website. Whenever I have mentioned Neve people have asked for the website address. The coproduction model in use is a very important element of the website. Neve is representative of women with disability and also well designed and received."

PSC Evaluation – Rebecca



7. Project activities



Activity breakdown: Detailed description of key activities undertaken

The project period ran from April 2022 to June 2024. During this time, we focused on a set of activities with co-design and co-production at the centre of our approach. These activities were as follows:

1. Forming a governance structure

- To ensure the effective governance of the Neve project, a Project Steering Committee (PSC) was established. This committee, composed of members with lived experience and expertise, was integral to the project's co-design approach. The PSC met every six weeks via Zoom, with additional co-design meetings and evaluation sessions throughout the project.
- The committee's responsibilities were guided by the Terms of Reference and included supporting the project through all phases of production, ensuring adherence to co-design principles, and providing feedback on project milestones. All meeting documentation, including minutes, agendas, and action items, was delivered on time and made accessible to all members through live captioning and other accessibility features.
- The PSC was actively involved in various co-design activities, such as participating in the Expert Co-production Panel, the Expert Review Panel, the Website Review Focus Group, and the Quality Review Panel. These activities ensured that the project's direction remained aligned with the needs and priorities of the community it served.



2. Building partnerships and stakeholder relationships

- Stakeholder engagement was a critical component of the Neve project. Early in the project, WWDA utilised its existing databases and conducted research to identify and map key stakeholders, including sector representatives, community organisations, and advocacy groups. The stakeholder database was continuously updated throughout the project to ensure comprehensive engagement.
- The project team also developed and distributed launch packs to 75 individuals and organisations, including primary and secondary stakeholders, prior to the official launch of the website. There was a pack designed for individuals and another pack tailored to sector representatives. These packs were co-designed with the PSC with accessibility in mind and included a range of branded materials tailored to the needs of the recipients. A digital sector pack was also developed for broader distribution post-launch.
- The stakeholder engagement strategy was further supported by collaborating with a Public Relations company, which helped to prepare a Media Engagement Strategy and promote the Neve project through various channels.
- Website design and development
 - The Neve website was designed and developed with a focus on accessibility and user-centred design. The design process was grounded in the principles of inclusion and co-design, ensuring that the website was not only informative but also easy to use for women and gender-diverse people with disabilities. The design emphasised the creation of an Easy Read-first approach, allowing



users to arrive at the website in a simplified format, with options to navigate to more detailed content in plain English. Accessibility tools, including text-to-speech, larger text options, and calm spaces, were integrated to ensure all users could engage with the content comfortably. Continuous feedback from co-design participants informed adjustments and improvements, ensuring the website met the diverse needs of its users.

- Co-design and user-testing workshops (in-person and online)
 - The project engaged over 200 women and gender-diverse people with disabilities, and professionals in a series of co-design and user-testing workshops held across Australia. These workshops were conducted both in-person and online to ensure broad participation. Participants were involved in shaping the website's structure, content, and accessibility features. The workshops were tailored to meet individual accessibility needs, offering live captioning, Easy Read materials, and options for feedback in various formats. The iterative nature of the workshops allowed participants to provide ongoing input, ensuring that the final product truly reflected the needs of the community it aimed to serve. User-testing sessions were a crucial part of this process, enabling participants to interact with the website and provide valuable insights into its usability.



- National survey
 - A national survey was conducted to gather data from women and gender-diverse people with disabilities, their families, and professionals who support them. The survey was available in six languages, including Easy Read and Northern Territory Kriol, making it highly accessible to participants from diverse backgrounds. The survey captured key insights into the experiences of violence, abuse, and access to online resources, which informed the development of the Neve website. Responses highlighted the importance of providing clear, accessible information on topics such as healthy relationships, financial independence, and online safety. The survey's findings directly shaped the website's content and guided the project team in addressing the unique needs of the target audience.
- Content creation
 - Content creation for the Neve website was driven by the feedback from co-design workshops, the national survey, and ongoing consultation with the community. The content focused on topics critical to the safety and empowerment of women and gender-diverse people with disabilities, such as recognising abuse, navigating relationships, financial independence, and online safety. Content was developed in both Easy Read and plain English formats, ensuring accessibility for people with various literacy levels. Additionally, care was taken to provide content in a trauma-informed manner, with calm spaces and warnings for sensitive topics. The inclusion of lived experience stories added



depth and authenticity to the content, creating a resource that resonates with the community it serves.

- Co-production structures
 - The Neve project embraced a co-production model, where women and gender-diverse people with disabilities played an active role in creating the website's content and resources. The Project Steering Committee, composed of individuals with lived experience, was integral to guiding the project from start to finish. Co-design participants were involved in the production of materials, ensuring that their voices were heard throughout the development process. The co-production structures included regular feedback loops, allowing participants to review and refine content as it was developed. This collaborative approach ensured that the website and its resources were relevant, accessible, and empowering for the target audience.
- Review structures
 - To ensure the quality and relevance of the Neve website, a robust review structure was established. This included feedback from the Project Steering Committee, co-design participants, and an Expert Review Panel, which was tasked with evaluating both the content and functionality of the website. Reviews were conducted at various stages of the project, with a particular focus on accessibility, usability, and the appropriateness of the content for the target audience. The review process was iterative, with feedback being incorporated into the website's ongoing development. These review structures ensured that the final



product met the highest standards of accessibility and relevance for women and gender-diverse people with disabilities.

- Story collection
 - A key feature of the Neve website is the inclusion of lived experience stories from women and gender-diverse people with disabilities. Story collection was an ongoing process throughout the project, with participants invited to share their experiences through various channels, including workshops, online submissions, and interviews. The stories provided valuable insights into the challenges and successes faced by individuals navigating issues such as domestic violence, financial independence, and accessing support services. These stories not only enriched the website's content but also fostered a sense of community and belonging for users. The project team recommends continuing to seek additional story submissions to expand this vital section of the website.
- Project presentations
 - Throughout the course of the Neve project, the team conducted several project presentations to key stakeholders, including sector representatives, government officials, and community organisations. Presentations included:
 - Commission on the Status of Women on 19th March (local New York time) which was 20th March (AEST) 2024
 - Queensland Equal and Together Alliance on 11th April 2024
 - Safe Communities, Communities of Practice Network (WA) on 30th May 2024



- Conference of States Parties to the Convention on the Rights of Persons with Disabilities on 11th June (local New York time) which was 12th June (AEST) 2024
- These presentations highlighted the progress of the project, the findings from the national survey, and the co-design approach used to develop the website. The presentations also served as an opportunity to engage with stakeholders, gather feedback, and build partnerships that would support the ongoing success of the Neve website. The project presentations were a vital component of raising awareness about the resource and its potential impact on women and gender-diverse people with disabilities. The project team recommends continuing to promote and present on the resource and the process used to develop it.
- Evaluation
 - The evaluation of the Neve project was guided by a Monitoring, Evaluation, and Learning (MEL) framework. This framework assessed the project's success in achieving its objectives, including the delivery of accessible resources, the involvement of women and gender-diverse people with disabilities in co-design, and the impact on the target audience. Data collected through surveys, workshops, and user-testing sessions were analysed to measure the effectiveness of the website and identify areas for improvement. The evaluation process was iterative, with feedback from participants continually informing adjustments to the website's content and functionality. This approach ensured that the Neve website remained responsive to the needs of its users



and achieved its goal of reducing violence and improving access to support for women and gender-diverse people with disabilities.

The project reporting framework was developed in accordance with the requirements set forth by the Australian Department of Social Services (DSS) and WWDA's internal governance standards. Regular progress reports were submitted to DSS, detailing the achievement of objectives, deliverables, and performance indicators.

Throughout the project, a Monitoring, Evaluation, and Learning (MEL) Framework was used to guide the evaluation processes. This framework focused on four key questions:

1. Have the key project outputs been delivered?
2. How well have women, girls, and gender-diverse people with disabilities been involved in the design and development of the project?
3. How well has the project achieved its goal of providing accessible, high-quality information?
4. To what extent has the project built collaborative relationships with key stakeholders?

This framework was instrumental in ensuring that the project met its goals while continuously improving based on feedback and evaluation results.

“The opportunity to meet new WWDA staff and fellow contributors in the early phase of developing the project was



invaluable, as it provided open dialogue around the pros/cons of developing the initial Our Site and aspirations for moving forward, so we're all on the one page, and knowing the same web designers are involved, is encouraging as it assists with the carrying forward of corporate knowledge.”

In-person workshop participant

Project participants snapshot

- Project Steering Committee (PSC) – nine members
- Co-design workshop participants – 100+
- Survey respondents – 128
- Co-production panel members – 9
- Quality Review Panel members – 20
- Story submissions – 12 prior to going live and 3 post launch
- Project presentations – 5
- Youth Advisory Group members – 9

The majority of survey respondents (67%) answered the question aimed at those who care for or support someone with disability. This confirmed the need for resources aimed not only at women with disabilities themselves, but also those supporting them. Additionally based on the crossover of survey numbers it was apparent many respondents have their own disabilities as well as supporting others with disabilities. Many respondents (36%) selected several of the disabilities listed to describe the disabilities of those who they



support. Once again, this highlighted that many survey respondents have multiple and various disabilities, and/or support people who have multiple and various disabilities.

Milestones: Significant achievements and events

The Neve project reached several critical milestones throughout its development, marking significant achievements that contributed to the creation of a groundbreaking resource for women and gender-diverse people with disabilities. These milestones demonstrate the project's commitment to accessibility, community involvement, and the reduction of violence through innovative digital resources. Key milestones include:

1. Formation of the Project Steering Committee (October 2022)

The Project Steering Committee, composed of women and gender-diverse individuals with lived experience of disability, was established early in the project. This committee played a crucial role in shaping the direction of the Neve website, providing guidance, feedback, and ensuring that the project stayed aligned with the needs of the community. Their involvement from the outset was a cornerstone of the project's co-design approach.

2. First round of co-design workshops (May 2023)

The first series of co-design workshops was held in May 2023, both online and in-person across various locations in Australia. These workshops brought together over 100 participants, including women and gender-diverse people with disabilities, to share their insights and preferences for the Neve website. These sessions were instrumental in identifying key topics, accessibility



features, and design elements that would make the website effective and user-friendly.

3. National survey launch (July 2023)

In July 2023, a national survey was launched to gather comprehensive data from the target audience. The survey, available in six languages and multiple accessible formats, received 128 responses. It provided invaluable insights into the lived experiences of women and gender-diverse people with disabilities, particularly regarding violence, abuse, and access to online resources. The survey's findings directly shaped the content and structure of the Neve website.

4. Second round of co-design workshops (October/November 2023)

Following the first round of feedback and initial content creation, a second round of co-design workshops was conducted in late 2023. These workshops focused on user-testing the early versions of the website, allowing participants to provide feedback on its functionality, accessibility features, and overall user experience. The feedback gathered during these sessions was critical in refining the website before its final launch.

5. Website launch (May 2024)

The Neve website was officially launched in May 2024, following two years of extensive development, consultation, and collaboration. As the first Easy Read-first website in Australia dedicated to women and gender-diverse people with disabilities, the launch marked a significant achievement in improving access to information on domestic violence, online safety, and personal empowerment. The launch was widely promoted through a targeted media campaign supported by sector representatives and community organisations.



6. Collection and publication of lived experience stories (ongoing until June 2024)

A core feature of the Neve website is its collection of lived experience stories from women and gender-diverse individuals with disabilities. By the time of the website's launch, 12 stories had been published, with additional stories collected post-launch. These stories provide real-life insights into the challenges and successes of navigating issues such as domestic violence, financial independence, and support systems. The ongoing story collection continues to build a sense of community and belonging for users.

7. Engagement with sector representatives and professionals (ongoing until June 2024)

Throughout the project, the team established and strengthened relationships with sector representatives, service providers, and professionals working in disability and domestic violence services. This engagement helped increase awareness of the Neve website and provided opportunities for professionals to access and utilise the Easy Read resources designed for their clients. The professional development opportunities created by the project continue to enhance the accessibility of services across Australia.

8. Continuous evaluation and feedback mechanisms (throughout the project)

The Neve project emphasised continuous evaluation and feedback from participants and stakeholders at every stage of development. This iterative approach ensured that the website remained responsive to the evolving needs of its users, allowing for ongoing improvements in both content and accessibility features. The success of this milestone is reflected in the positive feedback from co-design participants and early users of the website.



8. Outcomes and results



Achievements: What was accomplished

Through the Neve project's iterative co-design approach, we were able to directly implement the majority of the suggestions and requests from co-design participants. The deep engagement with women and gender-diverse people with disabilities ensured that the final website not only reflected their needs but also delivered tangible results based on their input. Below are the key accomplishments of the project, highlighting how the co-design approach led to the successful creation of a high-quality, accessible website:

1. Implementation of user-requested features and content

One of the most significant achievements of the Neve project was the successful implementation of the topic and design suggestions made by co-design participants. The iterative nature of the co-design process allowed us to respond quickly and effectively to feedback, ensuring that the website remained user-centred throughout development. Key requests that were delivered include:

- **'How to lobby leaders in your organisation' guide:** In response to participants' request for resources on advocacy, we developed a comprehensive guide on how to lobby leaders within organisations. This guide provides practical steps and tools to help women with disabilities advocate for themselves and others within professional or organisational settings.
- **Information about abuse in the home and outside of the home:** Another key request was for detailed, accessible information on domestic and external abuse. We delivered content that provides



clear, Easy Read and plain English information on recognising abuse, understanding its different forms, and accessing support services both within and outside of the home.

- **Creating a welcoming online space:** Participants expressed the need for the website to feel welcoming and safe, particularly for individuals who may find discussions of violence and abuse triggering. To address this, we ensured that the content above “the fold” on the home pages (in both Easy Read and plain English modes) did not mention violence or abuse and focused instead on creating a positive, welcoming environment. This design choice made the website more approachable for users, encouraging them to explore the content at their own pace.

2. Creation of an accessible and inclusive website

The Neve project successfully created a fully accessible, user-friendly website that meets the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards. The website includes features such as Easy Read and plain English versions, text-to-speech functionality, adjustable text size, and image descriptions, ensuring that it is accessible to users with diverse needs.

The mobile-first design guarantees that the site works seamlessly across devices, particularly benefiting users who access the internet via smartphones or tablets.



3. Empowerment through direct involvement

Women and gender-diverse people with disabilities were deeply involved throughout the project, contributing their lived experiences to shape the website's content and design. This engagement not only ensured that the website was tailored to their needs but also empowered participants by validating their expertise and giving them ownership of the final product. Participants were able to see their contributions directly reflected in the website, fostering a sense of pride and accomplishment.

4. Comprehensive resources on violence, safety, and advocacy

The website now offers a wide range of comprehensive resources that address key issues such as domestic and family violence, online safety, healthy relationships, and self-advocacy. The content is presented in multiple formats, including Easy Read and plain English, to ensure that it is accessible to all users. These resources fill a significant gap in available information for women and gender-diverse people with disabilities, providing them with the tools and knowledge they need to navigate complex issues safely and confidently.

5. Multilingual and culturally relevant content

To ensure inclusivity, the website offers multilingual content in languages such as Chinese (Traditional), Chinese (Simplified), Arabic, Turkish, Vietnamese, and Northern Territory Kriol. This makes the site accessible to women and gender-diverse people with disabilities from culturally and linguistically diverse backgrounds, further broadening its reach and impact. Additionally, the



website's content is designed to be culturally sensitive and relevant, acknowledging the intersections of disability, gender, and culture.

6. Ongoing commitment to feedback and improvement

The Neve project has established mechanisms for ongoing feedback to continuously improve the website. Users are encouraged to share their experiences and suggest improvements, ensuring that the website remains responsive to the evolving needs of its audience. This commitment to continuous improvement ensures that the Neve website will continue to serve as a valuable resource for women and gender-diverse people with disabilities well into the future.

7. Sector collaboration and national impact

The Neve project engaged stakeholders across the disability and domestic violence sectors, ensuring that the website was developed with input from a wide range of professionals, advocates, and service providers. This collaboration helped ensure that the website met sector standards for accessibility and content relevance. Additionally, the national reach of the website, supported by both in-person and online engagement, guarantees that women and gender-diverse people with disabilities across Australia will benefit from this resource.

These achievements highlight the success of the Neve project in delivering an accessible, high-quality website that meets the needs of women with disabilities. Through its co-design approach, the project not only created a



valuable resource but also empowered participants and set a new standard for inclusive digital design.

“It is an outstanding accessible online product. Neve has established a standard to which other online products should aspire.”

PSC Evaluation – Deb

Impact: The effect on the community or target group

In the first six weeks post-launch, the Neve Easy Read website received 5,648 users and Neve plain English was accessed by 2,386 new users. We know that the most accessed pages by these users were:

- Home page (Easy Read): 7,849
- Home page (plain English): 2,328
- For professionals: 857
- Wellbeing (Easy Read): 457

The website is being used to access information and resources on these topics.

We know that the ‘For professionals’ section was accessed the most after the Easy Read and plain English Home pages. The NDIS review spoke to creating a unified ecosystem, where the sector would need to provide more accessible and disability-confident services. With free resources like ‘Induction to working



with women, girls, feminine identifying and non-binary people with disabilities' that were directly requested by WWD and professionals in the sector, Neve builds the foundations for a stronger response to women and gender-diverse people with disabilities.

"Every single person involved in Neve has been impacted by its creation. This website is more than just a resource. It is a community of people having these conversations, sharing their lives, sharing their hopes for a safe future for women and girls with disability and believing that a community of people can create a new way forward."

PSC Evaluation – Kay

We also improved the number of new users accessing Our Site.



Being part of Neve has empowered me to contribute to a site that addresses the important issue of safety for women and gender diverse people through acknowledging my lived experience.

Rebecca



Image: A picture of Rebecca with blonde and blue hair wearing a white top. There are flowers in the background. A speech bubble is quoting Rebecca: “Being part of Neve has empowered me to contribute to a site that addresses the important issue of safety for women and gender diverse people through acknowledging my lived experience.”



Data and evidence: Quantitative and qualitative data supporting the results

The outcomes and results of the Neve project are supported by a robust collection of both quantitative and qualitative data, gathered from multiple sources, including national surveys, co-design workshops, and participant feedback. This data provided critical insights into the experiences and needs of women and gender-diverse people with disabilities regarding violence, abuse, and safety. The following section highlights the key data that informed the project outcomes.

1. National survey data (July 2023)

The national survey, launched in July 2023, garnered responses from 128 participants, including women and gender-diverse people with disabilities, their families, and professionals. The survey was designed to capture a wide range of data on experiences with various forms of violence and abuse, and the accessibility of online resources. Key quantitative findings from the survey include:

- **63%** of respondents reported experiencing some form of violence or abuse, including physical, emotional, financial, and technological abuse.
- **72%** expressed a need for more accessible information about domestic violence and legal rights, particularly in formats such as Easy Read and plain English.
- **58%** stated that they had encountered challenges in finding or accessing online safety resources that were suitable for people with disabilities.



- **84%** indicated that they would prefer a website that provides clear, step-by-step guidance on how to access support services.

This survey data directly influenced the development of the Neve website, ensuring that the content addressed the most urgent needs identified by the participants.

2. Co-design workshop data (May 2023 – August 2023)

In-person and online co-design workshops were held between May and August 2023, involving women and gender-diverse people with disabilities, their families, and sector representatives. The workshops were critical in shaping the website's design and functionality. Key qualitative insights from the workshops include:

- **Accessibility needs:** Participants consistently emphasised the need for accessible information formats, with a strong preference for Easy Read documents, videos with captions, and interactive content. This led to the website's Easy Read-first approach, ensuring that all users could engage with the content, regardless of literacy level or disability.
- **Usability and navigation:** Feedback from user-testing sessions highlighted the importance of simple navigation, appropriate colour schemes, and features like emergency exit buttons. Participants requested customisable content to suit individual needs, leading to the integration of features such as text resizing and various content pathways.
- **Personal stories:** Participants shared their personal experiences with violence and abuse, which revealed the complexity of the challenges and



barriers faced at the intersections of their identities and needs. These stories emphasised the need for a trauma-informed approach, both in the content and the facilitation of the workshops, which was incorporated into the design of the website's resources.

3. Story collection and lived experience

Throughout the project, the collection of personal stories from women and gender-diverse people with disabilities added a powerful qualitative dimension to the data. These stories provided real-life context to the data collected in surveys and workshops, highlighting the nuanced experiences of violence, abuse, and access to support. By the time of the website's launch, **12 lived experience stories** had been collected and published on the website, with plans for ongoing collection to enrich the content further.

4. Feedback and review data

The iterative nature of the project's co-design process allowed for continuous feedback from participants. The **co-design and user-testing workshops** were conducted with varying participant groups, including women with disabilities, sector representatives, and parents or carers. The feedback gathered through these sessions consistently reinforced the need for resources that are practical, easy to understand, and available in multiple formats.

- **80%** of participants in the second round of workshops expressed satisfaction with the website's accessibility and content, indicating that the changes implemented after the first round of feedback had addressed their concerns.



- Participants also emphasised the importance of balancing content on violence with empowering messages of resilience and recovery. This feedback was incorporated into the website, ensuring that users could not only access information about violence but also resources to support recovery and self-care.

5. Evaluation data

The ongoing evaluation of the Neve project, guided by the Monitoring, Evaluation, and Learning (MEL) framework, continues to assess the website's impact. Early user-testing data and feedback suggest that the website's accessible design and content have significantly improved users' ability to find and use critical resources on domestic violence and online safety. Additional user feedback could continue to inform future updates and improvements in line with the recommendations.

National survey key insights

To better understand what would be of most benefit to women and gender-diverse people with disabilities on these topics we ran a series of co-design workshops (both in-person and online) as well as a national survey (translated into six languages). The 'Have Your Say' survey ran for the month of July, 2023. We received 128 responses.

It was clear from the survey results there is a sound awareness and knowledge in the community of the many and various types of violence that exist. Almost all survey respondents (96%) answered the question asking what types of



violence and abuse they were aware of and all selected multiple options from the list provided. It was, however, more sobering to note, of the 34 different source options named by respondents, a significant majority (37%) stated personal or lived experience as where they learned about abuse and violence. This was closely followed by 32% of respondents who stated that conversations with and the experiences of their family members or friends were the source of their learning about abuse and violence. This clearly illustrated the pervasive nature of violence and abuse.

"I couldn't find a way into any services that met specific needs of people I knew. It was safer not to use them."

WWDA's Have Your Say survey respondent

When respondents were asked what makes a service helpful, the top answers were 'informative', 'accessible', 'trauma-informed' and 'offering practical assistance'. An informative service is one which features practical, useful and researched information, informed by lived experience. Respondents suggested that a service is also accessible when it is simple, cheap, available and easy to use. In terms of resources, most survey respondents (33%) stated that what makes a resource helpful, is being accessible. A resource that is easy to use and understand is what makes it accessible. Another helpful resource feature named by 21% of the respondents was 'practical assistance'. Additionally, 19% of the respondents stated 'informative' as a quality of a helpful resource.



Neve responded to this call. We placed accessibility at the centre and ensured content (including graphic design) was informed and/or produced by women and gender-diverse people with disabilities and lived experience.

Survey respondents described that the services aimed at reducing or preventing abuse and violence they found most helpful, were those developed in co-design with the people who needed them most. One survey response below emphasises this by sharing how resources have the most impact:

“Services and policies which were co-designed by people with lived experience of family/domestic/sexual violence.”

WWDA’s Have Your Say survey respondent

Feedback

Feedback was sought throughout all phases of the project in line with the Monitoring, Evaluation, and Learning Framework.

“I felt really connected to the group in the short time we had and I felt really uplifted by a lot of what was shared, even though some of it was about our own experiences of violence.”

Online workshop participant



"The workshop was awesome. It was great to connect with others like me and share our experiences."

In-person workshop participant



"I liked feeling part of something really important and feeling heard"

In-person workshop participant



"Being part of this workshop was the first time I felt heard and seen outside of my therapist's office. That means a lot to me. Thank you for a safe, truly inclusive space that catered to all my needs."

In-person workshop participant



"I liked that it was a non-judgemental opportunity to start talking about violence in our homes. I liked that people shared different language around it. That violence is always violence, but it can be other things at the same time, such as communicating needs. Having that framework to shape my thoughts when we're in the midst of violent behaviour is invaluable. I came away from the workshop feeling extremely positive, which I wasn't expecting. I feel like we only really scratched the surface in the time we had, but I felt so relieved to know that this form of violence is being acknowledged, that the language around it is being taken seriously and we're not being dismissed because "it's a part of the disability" and we just have to deal with it. You guys have a mammoth task putting this website together, but my goodness it's necessary. I didn't even know it was necessary, but it is. Thank you!"

Online workshop participant





“The feeling of safety, the feeling of validation from the facilitators - even just their facial expressions which showed warmth and recognition of what we were saying, the feeling of genuine participation - that we were being heard - this was definitely not a 'tick the box' exercise, being given time to speak, begin included as parent/carers.”

Online workshop participant



“I'm not gender diverse, so I can't speak for that community, but my child is, therefore I'm very aware of gender binary specific language, it really stands out to me when I see/hear it. I note that in this meeting, and in all other WWDA things I have seen, eg twitter posts, I have always noticed that you use inclusive language.”

Online workshop participant





"I participated in a parent/carer workshop. I felt heard, and I felt my child's voice was heard. It was a positive experience of advocating for my child."

Online workshop participant



"I felt welcome and equal. That's a rare experience for me these days."

Online workshop participant





"I was felt relieved and lucky to be a part of the non-judgemental opportunity to start talking about this really important topic. To be able to speak freely, without fear of being shamed, and to be able to question the often-triggering vocab that is usually the language around domestic violence. I felt seen and understood, and the shame slipped away for a while."

Online workshop participant



"I love your website, your warm heart of kindness, your courage, your commitment and yours sense of order and equity. I want you to know that this is one of the most wonderful experience I've had this year. Keep up the good work."

Online workshop participant



Email from workshop participant:

I participated in an online consultation group about Neve a few months ago. I could write pages and pages of examples of what I love about NEVE - it's really, really good. I'm really impressed.

- The graphic design is really easy to look at and it's easy to find information. The site is pretty, positive and colourful, but the design is not overwhelming.
- Both formats, (easy read and plain English), are really easy to read and look at.
- There's no pointless fluff – it's all useful content delivered in an accessible way. It's easy to find information and to understand that information. Really insightful and concise descriptions of things.
- I am a carer, (my 11 year old non-binary child has cerebral palsy and is autistic). The information for carers is excellent. It's really well articulated, and importantly, it strikes the perfect balance between empowering carers to advocate for their disabled person and platforming the rights of the disabled person as an individual.
- Really good language about violence throughout the site, and good warnings about discussion of violence.
- I am a disabled woman myself. The favourite part of NEVE for me is the discussion about self-advocacy, safety, and assertiveness.
- I love the lived experience stories and photos. I'm very socially isolated, especially because I don't work anymore because I have Parkinsons. The site looks and feels like a community. It makes WWDA feel like a



community.

There's lots of inclusive language which is used in a prominent way. A lot of intersectional content in photos and text and the lived experience stories. A lot of organisations, workplaces and schools etc like to use the word 'inclusive' but they are not inclusive. I would describe the inclusion on NEVE as meaningful inclusion. 10/10 for inclusion.

I'd also like to say thanks for the pack that you sent me because I was in a consultation group. It was full of lovely stuff. I especially liked the magnet that says 'safety is your right - you matter'. I had a scary medical appointment 3 weeks ago and I took that magnet with me and looked at it while I was in the waiting room. It's now back on my fridge to remind me that safety is my right and I matter.

Thank you for including me in the NEVE creation process. It was fun and it felt worthwhile for me to be involved, and you've done an excellent job with the site.

Kind Regards,

Stephanie



The launch of Neve is a significant milestone in raising the hopes and lives of WWD, giving them the tools to overcome adversity in a safe space. I love the way it's Easy-Read by default and is so welcoming to explore.

Deb



Image: A picture of Deb with long ash blonde hair and wearing a brown jumper. There are flowers in the background. A speech bubble is quoting Deb: “The launch of Neve is a significant milestone in raising the hopes and lives of WWD, giving them the tools to overcome adversity in a safe space. I love the way it’s Easy-Read by default and is so welcoming to explore.”



9. Challenges and solutions



The Neve project encountered a range of challenges throughout its development, particularly related to accessibility, participant engagement, and ensuring the diverse needs of women and gender-diverse people with disabilities were met. Despite these obstacles, the project team implemented effective solutions and gained valuable insights that have informed future project iterations and similar initiatives.

Challenges faced: Issues or obstacles encountered

1. Ensuring accessibility for diverse users

One of the primary challenges was creating a website and resources that were accessible to users with varying levels of literacy, cognitive disabilities, and technological proficiency. The range of disabilities represented by participants meant that a one-size-fits-all solution would not be sufficient.

2. Reaching a wide and diverse audience

Recruiting participants for surveys and workshops from diverse backgrounds and geographic locations posed difficulties, particularly in rural and remote areas where internet access and disability support services are limited.

3. Balancing sensitive content with empowerment

The project needed to address topics such as violence and abuse in a way that was sensitive to trauma while also empowering users. This required a careful balance of providing necessary information without re-traumatising users or focusing solely on negative experiences.

4. Technical challenges in developing an accessible website

Developing a website that met stringent accessibility standards,



including the integration of multiple formats such as Easy Read, plain English, and translations into various languages, presented technical hurdles. Additionally, ensuring the website worked seamlessly across different devices and platforms added to the complexity.

5. Maintaining engagement in an iterative process

Engaging participants throughout the entire co-design process, from initial workshops to user-testing, proved challenging. It was important to maintain momentum and interest, especially in a project that extended over two years.

Solutions implemented: How the challenges were addressed

1. Iterative co-design and testing for accessibility

To address the accessibility challenges, the project used an iterative co-design approach, continuously testing and refining the website's design and content based on participant feedback. Features such as customisable text sizes, text-to-speech functionality, and clear navigation were integrated to enhance usability for all users.

2. Partnerships and targeted recruitment strategies

The project team worked closely with partner organisations, including disability advocacy groups and community networks, to reach a broader audience. They used targeted recruitment strategies, such as engaging local community leaders and offering incentives, to encourage participation from underrepresented groups, particularly in rural and remote areas.

3. Trauma-informed content development

A trauma-informed approach was implemented to ensure that the content related to violence and abuse was sensitive to the experiences



of users. Calm spaces and content warnings were included to help users engage with the material at their own pace. Empowering messages of resilience and self-care were also integrated throughout the website to provide balance and support recovery.

4. Engaging experts for technical solutions

The project partnered with accessibility experts and web developers to overcome technical challenges. These experts provided valuable guidance on integrating accessibility features that met international standards, including screen reader compatibility and easy navigation for users with limited digital literacy.

5. Ongoing feedback loops and participant support

To maintain engagement, the project introduced ongoing feedback loops, allowing participants to see how their input shaped the website. Regular updates were provided to participants via newsletters and social media, keeping them informed of the project's progress. This transparency and recognition of their contributions encouraged continued involvement.

Lessons learned: Key takeaways and insights gained

- **The importance of flexibility in design and implementation**

A key takeaway from the Neve project was the need for flexibility in both design and implementation. The iterative co-design approach allowed for continuous adaptation based on participant feedback, which was crucial in addressing the wide range of needs among users with disabilities.



- **Engagement requires sustained effort and collaboration**

Engaging a diverse audience of women and gender-diverse people with disabilities requires sustained effort and collaboration with community organisations. Building strong partnerships and leveraging local networks were essential in reaching participants and ensuring their voices were included in the project.

- **Balancing sensitivity and empowerment in content**

Developing content that addresses sensitive topics like violence and abuse while also promoting empowerment is challenging but critical. The trauma-informed approach and the inclusion of positive messages of resilience and recovery were essential to creating a resource that supported both awareness and healing.

- **Accessible design is an ongoing process**

Ensuring accessibility is not a one-time task but an ongoing process. The project team learned that accessibility features must be continually tested and refined, especially as technology evolves and user needs change.

- **Value of iterative feedback and co-design**

The success of the Neve website demonstrated the immense value of involving the target audience in every stage of development. The iterative co-design process ensured that the final product was not only user-friendly but also highly responsive to the real needs and preferences of its users.



10. Recommendations



Future actions: Suggestions for future projects or improvements

Co-design and inclusive practices:

- Future projects should continue to prioritise genuine co-design approaches, ensuring that women and gender-diverse people with disabilities are central to the design and development process. Their lived experiences should be actively incorporated into every stage of decision-making and resource creation, consistent with a human rights-based approach.

Language and accessibility:

- Neve already has a high standard of accessibility. Two accessibility functions that could be developed are increasing the font size options and creating a dark mode for the website. The website has 8 topics chosen by community leaders, translated into 5 languages (Chinese (Traditional), Chinese (Simplified), Arabic, Turkish and Vietnamese), alongside 5 topics translated into Northern Territory Kriol. We recommend expanding the range of language translations for the Neve website to include more diverse languages, ensuring that resources are accessible to a broader audience, particularly those who speak languages other than English.

Professional resources:

- We know that the 'For professionals' section of Neve is accessed the most. We recommend developing additional tools and resources for professionals working with women and gender-diverse people with disabilities. These resources should include Easy Read formats and be designed to help professionals provide more accessible and informed



support services. The 'For professionals' section should also include an expanded training program.

Story submissions and community engagement:

- The Neve stories section aims to create community and belonging. At launch in May 2024, 12 stories had been submitted. We recommend to actively seek out more story submissions from women and gender-diverse people with disabilities through social media, newsletters, and other outreach methods. This will help expand the 'Our stories' section of the Neve website to diversify shared experiences and build community. For context, there are 100 stories on the ['Real stories'](#) section of Our Site.

Improving systemic responses:

- We heard how important this project is. In particular we heard about the importance of the disability lens and the opportunity to connect people to resources and services as well as self-advocacy and community advocacy. Neve is one online resource. We recommend all systemic advocacy campaigns are supported by co-design principles. This would be particularly helpful in areas related to gender-based violence and abuse prevention. This includes improving access to justice, healthcare, and welfare services.

Ongoing evaluation and feedback:

- One key strength of co-designing the Neve project was the iterative review, feedback and improvement approach we took. We recommend



implementing continuous evaluation mechanisms to gather feedback on the usability and impact of the Neve website. This can be done in a range of accessible formats such as Teams forms, accessible surveys, online focus groups, and 1:1 phone calls. This will allow for regular updates and improvements based on the evolving needs of the target audience.

Expand calm spaces and accessible features:

- The 'Calm space' section of Neve is not in plain English or in Easy Read. We recommend further development of the 'Calm space' and other accessibility features on the Neve website to ensure that users can access sensitive content in a way that feels safe, accessible, and comfortable for them.

Sector support:

- Neve provides a suite of free modular training courses for professional development. It is recommended that future projects focus on providing further comprehensive professional development opportunities to the community service sector and sector professionals who work with women, girls, and gender-diverse people with disabilities and their families. This professional development should include training and resources on:
 1. **Disability confidence and inclusion:** Ensuring professionals understand the unique needs and experiences of women and gender-diverse people with disabilities, particularly in the context of domestic and family violence, abuse, and other forms of violence.



2. **Accessible service delivery:** Providing sector professionals with practical skills and tools to make their services more accessible, including the use of Easy Read materials, trauma-informed practices, and communication methods that meet the diverse needs of clients with disabilities.
3. **Intersectionality and gender sensitivity:** Educating professionals on the intersectional challenges faced by women and gender-diverse people with disabilities, including the compounding effects of discrimination based on gender, disability, and other factors like race or socio-economic status.
4. **Crisis response and support:** Offering specialised training on how to effectively respond to crises involving women and gender-diverse people with disabilities, with a focus on safe and supportive interventions that respect their autonomy and lived experiences.

Best practices: Effective practices identified during the project

The Neve project provided valuable insights into effective practices that can be applied to future initiatives focused on supporting marginalised communities, particularly women and gender-diverse people with disabilities. The following best practices were identified during the project and are recommended for similar future projects:

1. Inclusive and iterative co-design

One of the key successes of the Neve project was its co-design approach, which actively involved participants with disabilities at every stage of the



project. This iterative process ensured that their voices were heard, and their needs addressed. Best practices for co-design include:

- Engaging participants early and throughout the project lifecycle to ensure that their feedback shapes design and implementation.
- Offering multiple modes of participation (in-person, online, one-on-one) to accommodate diverse needs and preferences.
- Providing clear, accessible materials to help participants engage with the design process and give meaningful feedback.

2. Trauma-informed approaches

The sensitive nature of the content on violence and abuse required a trauma-informed approach that prioritised the emotional safety and well-being of participants. Key elements of this approach include:

- Creating safe, supportive environments during workshops and consultations by having trained facilitators and access to trauma-informed counsellors.
- Including calm spaces, content warnings, and self-care resources in both workshops and digital platforms to help participants manage potentially triggering information.
- Ensuring that participants have control over their engagement, allowing them to opt out of certain discussions or activities if they feel uncomfortable.



3. Accessibility as a core principle

Accessibility was central to the success of the Neve project, and future initiatives should adopt similar best practices to ensure inclusivity:

- Using Easy Read-first formats and plain language in all content to make information accessible to people with varying literacy levels and cognitive abilities.
- Providing resources in multiple formats, such as video, audio, and interactive tools, with features like captions, text-to-speech, and translations into languages such as Northern Territory Kriol.
- Ensuring that digital platforms are compatible with assistive technologies, such as screen readers, and offer customisable options for text size and colour contrast.

4. Continuous feedback and user-testing

Ongoing feedback loops were critical to refining the website and resources to meet users' needs. Best practices for incorporating feedback include:

- Establishing regular user-testing sessions where participants can interact with prototypes and early versions of the product, providing real-time feedback.
- Creating multiple feedback channels, including surveys, interviews, and focus groups, to capture diverse perspectives and experiences.
- Incorporating feedback into ongoing updates and ensuring transparency by communicating how participant input has been used to improve the final product.



5. Partnerships with community organisations

Collaborating with disability advocacy groups and community organisations helped the Neve project reach a broad and diverse audience. Effective practices for partnerships include:

- Building relationships with trusted organisations that have strong connections to the target community to facilitate participant recruitment and outreach.
- Engaging partners early in the project to provide insights and feedback on project design, ensuring that it is culturally and contextually appropriate.
- Leveraging partner organisations' expertise to improve the accessibility and relevance of the resources and tools being developed.

6. Balancing information and empowerment

A key lesson from the Neve project was the need to balance sensitive content on violence and abuse with empowering messages and resources for recovery. Best practices in content creation include:

- Providing clear, step-by-step guidance on accessing support services, legal rights, and safety planning, while also offering positive, resilience-focused content.
- Including personal stories of survival and recovery, which help users feel connected and supported within the community.



- Ensuring that content fosters a sense of agency, helping users feel empowered to take control of their safety and wellbeing.

7. Culturally sensitive and contextualised support

Ensuring cultural sensitivity and contextual appropriateness was essential to making the project's resources relevant to diverse communities. Best practices include:

- Offering translations of key resources into multiple languages, including those used in remote and indigenous communities, like Northern Territory Kriol.
- Engaging cultural leaders and advocates to ensure that content respects and reflects the unique needs and experiences of culturally diverse groups.
- Tailoring resources to specific subgroups within the community (e.g. people with intellectual or cognitive disabilities) to ensure that content is accessible and relevant to their experiences.

8. Sustained engagement and follow-up

Maintaining participant engagement over the duration of a long-term project can be challenging, but it is essential for gathering meaningful feedback. Best practices for sustained engagement include:

- Regularly updating participants on the progress of the project and how their input is being used.



- Providing opportunities for follow-up engagement after the initial project phase, including additional workshops or user-testing sessions.
- Offering incentives, such as remuneration, and ensuring that participation is easy and flexible to accommodate different needs and schedules.

Policy implications: Any recommendations for policy changes

Improving systemic responses:

- We heard how important this project is, particularly the disability lens and the opportunity to connect people to resources and services, self-advocacy, and community advocacy. This is one online resource. We recommend continuing the co-designed development of systemic advocacy initiatives to promote improvement of support systems for women and gender-diverse people with disabilities. This would be particularly helpful in areas related to gender-based violence and abuse prevention. This includes improving access to justice, healthcare, and welfare services.



11. Conclusion



Summary of findings: Recap of the main outcomes and results

The Neve project successfully addressed the critical need for accessible, trauma-informed resources on violence, abuse, and online safety for women and gender-diverse people with disabilities. Through extensive co-design workshops, national surveys, and ongoing feedback loops, the project gathered valuable insights into the experiences and challenges faced by this community. Key findings included the widespread prevalence of various forms of violence, from physical to technological abuse, and the significant barriers individuals encounter in accessing support services and information.

The project's data revealed a strong demand for resources in accessible formats, including Easy Read, plain English, and video content with captions. The iterative co-design process ensured that the final product, the Neve website, met these needs while maintaining high standards of usability and accessibility. The integration of personal stories and positive messaging fostered a sense of community and resilience, making the website more than just an information resource—it became a platform for empowerment and connection.

Project impact: Overall impact on the community

The overall impact of the Neve project on the community has been profound. The project not only created a first-of-its-kind Easy Read-first website tailored to women and gender-diverse people with disabilities, but it also set a new standard for accessibility in digital resources on domestic violence and online safety. The website provides essential information and tools that were previously unavailable in such inclusive and accessible formats, enabling users



to better understand their rights, recognise abuse, and access support services with greater ease.

Through its focus on co-design and trauma-informed approaches, the project empowered the community by giving them an active role in shaping the resources that serve them. This participatory approach strengthened the sense of ownership and relevance of the Neve website, ensuring that it truly reflects the needs of the community. Additionally, the partnerships formed with disability advocacy groups and service providers have extended the project's reach, ensuring that the resources continue to support people with disabilities across Australia, particularly those in underserved and remote areas.

The Neve project has laid the groundwork for future initiatives focused on improving accessibility and support for marginalised communities. Its success highlights the importance of inclusive design, ongoing collaboration with the target audience, and a holistic approach to addressing issues of violence and abuse. Moving forward, the lessons learned, and structures established during the Neve project will continue to benefit both the community and future projects that aim to create meaningful, accessible change.

Final thoughts: Concluding remarks on the project's success and future outlook

The Neve project represents a significant step forward in addressing the unique barriers faced by women and gender-diverse people with disabilities in



accessing information and support related to violence, abuse, and online safety. The project's success can be attributed to its inclusive, co-designed approach, which placed the needs and voices of the community at the centre of every decision. By actively engaging participants throughout the process and responding to their feedback, the project ensured that the final product—an accessible, Easy Read-first website—was not only informative but also empowering, and user-friendly, as well as a welcoming space to be in.

The project's focus on accessibility, inclusion, and trauma-informed content has set a new standard for the development of digital resources. The Neve website is a pioneering tool, offering vital information in formats that had previously been unavailable to many in the disability community. Its impact has already been felt, as users report greater confidence in understanding their rights and navigating support services, while professionals have gained a valuable resource to aid in their work.

Looking ahead, the Neve project provides a solid foundation for future initiatives aimed at improving accessibility and support for marginalised communities. The lessons learned, particularly in co-design, accessibility, and trauma-informed approaches, will serve as a blueprint for future projects seeking to create meaningful change. As the Neve website continues to grow and evolve, ongoing feedback from users and stakeholders will ensure it remains relevant and responsive to the community's needs.



In conclusion, the Neve project has not only achieved its goals but has exceeded expectations in many areas. It has empowered women and gender-diverse people with disabilities, provided them with critical resources, and fostered a sense of community and resilience. The project's success highlights the importance of collaboration, accessibility, and inclusivity, setting a high bar for future efforts in this space.

Neve is a much-needed resource. We know this because we were told regularly by all audience cohorts: women and gender-diverse people with disabilities, their families and supporters, and professionals from a range of sectors.

"I would recommend Neve to others looking for a comprehensive, accessible resource source, particularly around wellbeing and staying safe from violence."

PSC Evaluation – Kylie



Appendices



Attachments

1. The Project Steering Committee Terms of Reference
2. National 'Have Your Say' survey
3. Consent form in Easy Read format
4. Timeline



Attachment 1

Project Steering Committee Terms of Reference

WWDA Our Site Project 2022-2024

Project Steering committee

Terms of Reference

1. Introduction and Background

The Project Steering Committee will play a key role in delivering our new project to expand and continue with the ground-breaking work and development of Our Site, a WWDA website co-designed with over 100 women and girls with disabilities across Australia between 2018 and 2020.

This project's underpinning and the most crucial aim is to help drive the reduction in violence and the multiple forms of abuse against women and girl with disabilities and to improve service responses when violence and abuse occurs.

At WWDA we use the term women and girls with disabilities on the understanding that this is inclusive of women, girls, feminine identifying and non-binary people with disabilities in Australia.



The objectives of the WWDA Our Site Project Steering Committee

- Ensure that the Our Site is delivered by and for women and girls with disabilities using a co-design framework.
- A genuine, non-tokenistic approach to involving women and girls with a disability result in a shared ownership of activities that the project delivers.
- Ensure that Project Steering Committee members feel valued and respected for contributions to the co-design process.
- A commitment to trying to ensure that committee members are supported to participate and that materials are available, accessible, and appropriate for them.
- Contribute to successful project delivery and intended project outcomes.
- Clear evidence that participants' contributions influence the activities and programs that the Our Site Expansion project delivers.
- Advise on strategies, pathways and opportunities for women and girls to be included in all aspects of this project, including those women and girls with disabilities that are hardest to reach.
- Provide advice and feedback on communications and engagement strategies to ensure a broader range of women and girls with disability are reached.
- Respect the confidential and sensitive nature of the planning and development of the WWDA Our Site Expansion project.
- Provide insights from a broad array of expertise and experience to ensure the Our Site Expansion Project is relevant, accessible, and collaborative in its delivery methods.



The Project Steering Committee will do this by:

- Attending as many scheduled Project Steering Committee meetings as possible, to ensure that you can keep up to date with project activities.
- Sharing relevant feedback and thoughts in a safe respectful manner to all other project steering committee members and project staff.
- Allowing all Project Steering committee members to have the opportunity to contribute and have their thoughts/voices heard without judgment and with good intentions towards successful project delivery.
- Respect decisions that are made as a group.
- Be aware that there will be limitations to the project team's capacity at times.
- Making timely decisions and taking action to allow for the project team to be able to deliver on project deliverables.
- Notifying members of the project delivery team if there are any risks or issues that may be deemed to affect the delivery of the project.
- Respect and support that all WWDA's work is grounded in a human rights framework. WWDA practices intersectional feminism and will ensure the Project Steering Committee members are representative of the needs and views of a diverse range of women and girls with disabilities in Australia, including, but not limited to Aboriginal and Torres Strait Islander women, LGBTIQA+ women, rural women, and women from culturally and linguistically diverse backgrounds.



2. PSC Relationship to WWDA

The committee is convened by the WWDA Our Site Expansion Project team

The committee will be given appropriate time to advise on considerations and queries brought up in meetings, however, the final decision-making authority will be at the discretion of the Our Site Expansion Project Director and WWDA Executive Director.

We ask that the Project Steering Committee keeps all materials, content and documentation associated with the WWDA Our Site Expansion Project confidential.

All committee members are required to respect any confidential or sensitive information discussed as part of the committee, and WWDA will respect any information brought forward by committee members.

3. Structure and Membership

The Project Steering Committee will consist of 10 women, feminine identifying, and non-binary people with disabilities, who will meet every six weeks via video conference for until June 2024.

Some additional meetings, working groups and feedback opportunities will be available for PSC members to have more involvement in particular areas of the project. This will be optional for the committee members.



Meetings will be coordinated by the WWDA Our Site Project team and minutes will be taken by a WWDA Our Site Project Officer. (We will ask for permission for meetings to be recorded to allow for the minute taker to refer to any decisions, outcomes, or actions to be recorded with accuracy. Recordings will be deleted once minutes are recorded).

WWDA commits to circulating a meeting agenda and all required reading for the meeting one week prior to the meeting date. Meeting dates will be set at least one month in advance. Meeting minutes will be circulated no later than one week after the meeting takes place.

4. Fees and Payment

The Project Steering Committee members will be remunerated for their participation at a rate of \$100 per meeting on receipt of a Tax Invoice, or by reimbursement via a gift card.

5. Authorisation and agreement to Terms of Reference.

Your name:

Your Signature (can be typed in):

Date:



Attachment 2

National 'Have Your Say' survey



Our Site survey: Questions about a new website to prevent and reduce abuse and violence against women and gender diverse people with disability.

Introduction

Easy Read

This survey is also available in Easy Read. You can download the survey in Easy Read here: [Easy Read Our Site Survey](#)

About the survey

Our Site is a website by and for women with disability, sponsored by Women with Disabilities Australia (WWDA). WWDA is developing a new section of the website aimed at preventing and reducing abuse and violence against women and gender diverse people with disability.

You can quickly leave this survey at any time by clicking the Exit text in the top right-hand corner.

Working in co-design with the Our Site Expansion Project Steering Committee and women and gender diverse people with disability, the Our Site team are producing an online space that provides accessible resources to assist you, or someone you know or work with, in understanding what abuse and violence is and how to get help. WWDA hopes that this website will help to empower people to make their own, informed decisions about their situation whether they are currently experiencing abuse / violence or have experienced it in the past.

We invite you to contribute to this new project by completing this survey. The results will be used to identify gaps in resources that are already available and gain ideas for resource development.

Am I eligible?

The survey is open to all women, girls, feminine identifying and non-binary people (WGwD) aged 15 and over, living in Australia. We also welcome you to complete the survey if you are a parent or carer as well as if you support or work with WGwD as there will be a dedicated sector staff space on the new website.

Your feedback will help us to ensure that the information and resources we plan to provide are relevant, appropriate and useful.



Confidentiality

Responses are anonymised and will remain confidential. You may close the survey at any time you wish to discontinue. If you would like your responses to be excluded from the survey, please contact us immediately.

All questions in this survey are optional so you can choose what to answer.

If you would like to go into the draw to win one of five \$100 vouchers you can fill in your details at the end of the survey. You do need to provide your name so that we can identify you if you are a winner. Your name will not be connected to your answers. Please see our [Terms and Conditions](#) for further details.

Timing

The survey has 24 question but all are optional. You can take as long as you want to complete the survey. The survey closes on **31 July 2023**.

Content Note

Please note that this survey discusses themes related to abuse and violence. You are asked to reflect on your experience of abuse or the experience of others and what was useful as well as what is missing. This is to assist us in highlighting gaps in resources and information that is available for WGwD.

You do not have to answer every question in the survey if you do not feel comfortable to do so.

If you find that you would like to talk to someone during or after this survey, please access the support services below. You are welcome to attempt the survey and may leave at any point during the survey. If you have any questions, need any assistance completing the survey, or want to send us further feedback, please email

*** Before we get started, to ensure you are not a robot can you select the second letter from the below list?**

(choose all that apply)

☐ A

☐ B

☐ C



1800REPECT

If you have experienced sexual assault, violence or abuse you can contact 1800REPECT for counselling, referral and support.

Call **1800 737 732** or [chat to someone online](#).

Lifeline

If you are thinking of harming yourself or experiencing a personal crisis, help is available.

Call Lifeline on **13 11 14** or [chat to someone online](#).

QLife

QLife provides anonymous and free support and referral for people wanting to talk about sexuality, identity, gender, bodies, feelings or relationships. Call **1800 184 527** or [chat online](#).

NDIS Quality and Safeguards Commission

If you would like to complain about or raise an issue with a service that you receive from a provider that is funded through the NDIS, like a support worker, or service provider, you get support from the NDIS Quality and Safeguards Commission. Visit the [NDIS Quality and Safeguards Commission website](#) or call the Commission on **1800 035 544**.

Let's find out about you

This section is to help us understand who is doing our survey. It asks some **questions about you**. However, we will not be publishing individual answers and will not be able to link your answers back to your identity.

This section contains 8 questions.



What is your gender?

(choose all that apply)

- ☐ Woman
- ☐ Man
- ☐ Non-binary
- ☐ I would like to self-describe in the text box below...
- ☐ Prefer not to answer
- ☐ Alternative (please specify)

Do you identify with any of these terms?

(choose all that apply)

- ☐ Transgender
- ☐ Gender diverse
- ☐ Intersex
- ☐ Brotherboy/Sistergirl
- ☐ Still unsure
- ☐ Prefer not to answer
- ☐ Heterosexual
- ☐ Alternative (please specify)



Please select all that apply to you.

- ☐ Aboriginal and / or Torres Strait Islander
- ☐ Culturally and Linguistically Diverse (CALD)
- ☐ Lesbian, Gay, Bisexual, Transgender, Intersex, Queer and / or Asexual (LGBTIQA+)
- ☐ Living in a rural, regional or remote community
- ☐ Migrant or Refugee
- ☐ Non-English speaking
- ☐ Prefer not to answer
- ☐ Alternative (please specify)

- ☐ None of the above

How old are you?

- ☐ 15-18
- ☐ 19-30
- ☐ 31-50
- ☐ 51-65
- ☐ 66+



What state or territory do you live in?

☐ ACT

☐ QLD

☐ NSW

☐ NT

☐ SA

☐ TAS

☐ VIC

☐ WA

☐ Other (please specify)

Do you identify with any of the following?

(choose all that apply)

☐ A person with disability

☐ A carer or family member of person or people with disability

☐ A person who works in disability care or advocacy

☐ A person who works in women's advocacy or rights

☐ A person who works in healthcare or health promotion

☐ A person who works in the family and domestic violence sector

☐ Other (please specify)



If you care for or support someone with disability, please choose the category which best describes their disability

(choose all that apply)

- ☐ Cognitive/Intellectual Disability
- ☐ Neurodivergent
- ☐ Psychosocial disability
- ☐ Mental health condition
- ☐ Physical disability
- ☐ Chronic health or medical condition
- ☐ Blind or vision impaired
- ☐ Deaf/deaf or hard of hearing
- ☐ Chronic pain
- ☐ Acquired brain injury
- ☐ Nerve disorders
- ☐ Gynaecological conditions
- ☐ Invisible disability
- ☐ Dynamic disability
- ☐ Learning disability
- ☐ Prefer not to say
- ☐ Other (please specify)

- ☐ None of the above



If you are a person with disability please choose the category which best describes your disability

(choose all that apply)

- ☐ Cognitive/Intellectual Disability
- ☐ Neurodivergent
- ☐ Psychosocial disability
- ☐ Mental health condition
- ☐ Physical disability
- ☐ Chronic health or medical condition
- ☐ Blind or vision impaired
- ☐ Deaf/deaf or hard of hearing
- ☐ Chronic pain
- ☐ Acquired brain injury
- ☐ Nerve disorders
- ☐ Gynaecological conditions
- ☐ Invisible disability
- ☐ Dynamic disability
- ☐ Learning disability
- ☐ Prefer not to say
- ☐ Other (please specify)

- ☐ None of the above



Share what you know about abuse and violence

This section is about your understanding of **abuse and violence**.

This section contains 3 questions.

What types of abuse and violence are you aware of?

- ☐ Financial
- ☐ Physical
- ☐ Sexual
- ☐ Verbal
- ☐ Psychological
- ☐ Emotional
- ☐ Social
- ☐ Cultural or identity
- ☐ Spiritual
- ☐ Institutional
- ☐ Coercive control
- ☐ Other (please specify)

- ☐ None of the above



Where have you learned about what abuse and violence are? This could be a formal resource like a book or website, or it could be informal, like conversations with a family member or friend.

Are there any misconceptions about abuse and violence experienced by women and gender diverse people with a disability that you think need to be addressed in this new website?

Share what you know about services and resources

This section asks specific questions about **services and resources** you have found to be helpful or unhelpful. You can provide your answers in your own words, however, all questions are optional.

There are 9 questions.

Are there any services aimed at reducing or preventing abuse and violence that you have found helpful?

This could be emergency services like the police, or your local family and domestic violence support service etc.



What information on abuse and violence do you think is currently missing for women and gender diverse people with disability?

Is there anything else you think we should consider when developing this website resource about abuse and violence for women and gender diverse people with disability?

How do you like to hear from us?

Thinking about your answers to the previous questions, we want to know what formats you think are most helpful when providing resources for women and gender diverse people with disability who have experienced or are experiencing abuse or violence.

There are 2 questions in this section.



What made them helpful?

Which of the services you have listed above did you find to be accessible and how? This could be that a website had an Easy Read function or that they clearly displayed being inclusive in their place of service etc

Are there any resources aimed at reducing or preventing abuse and violence that you have found helpful?

This could be a website, video, fact sheet, book, podcast etc.

What made them helpful?

Which of the resources you have listed above did you find to be accessible and how? This could be when a guide is provided in PDF as well as Word so that screen readers can be used, the users needs were considered in creating the resource, provided in multiple formats such as audio, video, visual aids etc

Are there any services and/or resources on abuse and violence that you have found unhelpful. Can you tell us about them and why they were unhelpful?



Which resource formats do you think are the most effective in communicating information on or about the abuse or violence of women and gender diverse people with disability?

(choose all that apply)

- ☐ Easy Read materials
- ☐ Blog Posts or Stories
- ☐ Podcasts
- ☐ Video content
- ☐ An App
- ☐ Social Media images (e.g. shareable posts on Instagram)
- ☐ Word documents
- ☐ Accessible PDFs
- ☐ Checklist
- ☐ Guides
- ☐ Other (please specify)

What do you think is the best way of sharing information about our new website when we launch it?

- ☐ Social media
- ☐ Posters and flyers
- ☐ Newsletters
- ☐ Branded merchandise like magnets etc
- ☐ Other (please specify)



Which resource formats do you think are the most effective in communicating information on or about the abuse or violence of women and gender diverse people with disability?

(choose all that apply)

- ☐ Easy Read materials
- ☐ Blog Posts or Stories
- ☐ Podcasts
- ☐ Video content
- ☐ An App
- ☐ Social Media images (e.g. shareable posts on Instagram)
- ☐ Word documents
- ☐ Accessible PDFs
- ☐ Checklist
- ☐ Guides
- ☐ Other (please specify)

What do you think is the best way of sharing information about our new website when we launch it?

- ☐ Social media
- ☐ Posters and flyers
- ☐ Newsletters
- ☐ Branded merchandise like magnets etc
- ☐ Other (please specify)



Thank you

This is the last section. You can share how you heard about this survey. You can also share your personal details to enter the giveaway to win 1 of 5 individual \$100 vouchers. Your personal details will not be connected to your survey answers.

This section has 2 questions.

Where did you hear about this survey?

(choose all that apply)

- ☐ WWDA Newsletter
- ☐ WWDA Youth Newsletter
- ☐ Facebook
- ☐ Instagram
- ☐ Twitter
- ☐ LinkedIn
- ☐ Website
- ☐ Through a friend
- ☐ Through a service or support worker

Other (please specify)



If you would like to go into the draw to win 1 of 5 individual \$100 gift vouchers, please answer the following questions. You need to provide your name and postal address to enter. Your contact details will not be connected to your survey questions and will be deleted once the giveaway is drawn.

Name	<input type="text"/>
Address	<input type="text"/>
Address 2	<input type="text"/>
City/Town	<input type="text"/>
State	<input type="text"/>
Post Code	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

Thank you for completing our survey.

If you would like to be updated about this project along with other WWDA news, please sign up to become a member - it's free! Click on this link: <https://wwda.org.au/join-wwda/>

Note: We will not be able to link your details to your survey response.

If you find that you would like to talk to someone during or after this survey, please access the support services below. You are welcome to attempt the survey and may leave at any point during the survey. This survey is anonymised, although if you wish to remove your answers, please let us know by emailing justynak@wwda.org.au

Support Services

1800REPSECT

If you have experienced sexual assault, violence or abuse you can contact 1800RESPECT for counselling, referral and support. Call **1800 737 732** or [chat to someone online](#).

Lifeline

If you are thinking of harming yourself or experiencing a personal crisis, help is available. Call Lifeline on **13 11 14** or [chat to someone online](#).

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Attachment 3

Consent form in Easy Read format



Women With Disabilities Australia (WWDA)

Consent Form



Easy English





WWDA means

Women With Disabilities Australia



WWDA is developing a **website** for **women and girls with disabilities**



The website is being funded by the **Department of Social Services**



We are doing **this workshop** to find out what **you want** on the website





We will **tell you about the website** in the workshop



We will **ask you questions** about the website in the workshop

We will ask you questions about your **experiences**



We will take notes in the workshop about what you say



We will **record** the audio and video of the workshop





We will use the information you give us to write reports for people



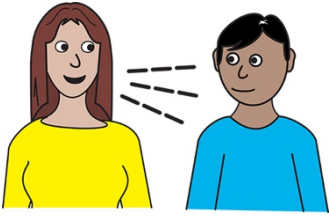
These people might be:

WWDA



the people who make the website

the Department of Social Services



We might also use the things you say in other places like:



- news articles



Women
With
Disabilities
Australia
(WWDA)

- reports about WWDA

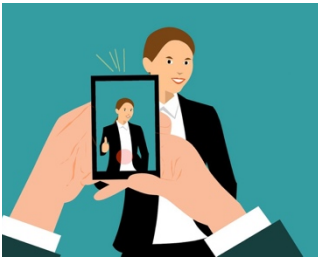


- other workshops





We want to know if we can use the things you
tell us in these ways



We also want to know if we can take your
photo



You can tell us on this form



What to do



1. Read the form



2. Tick the boxes next to how we can use
your photo



3. Sign this form

You can ask someone to help you fill out this form.





About you

My name is

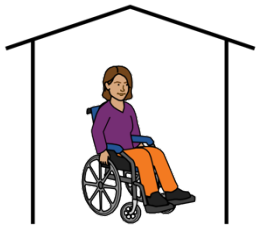




I was born on

Write the day / month / year





I live at

My phone number is







My email is



I agree to take part in the
**workshop about the
website**

☐

I agree for WWDA to use
the things I tell them to **make**
the website easy to use

☐

I agree for WWDA to use

☐

the things I tell them in **reports**



I agree for WWDA to **record**
the video of the workshop

☐

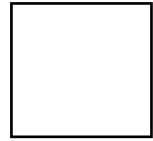
I agree that WWDA
can take my photo at
the workshop

☐

WWDA can use my photo



- On WWDA websites



wwda.org.au

oursite.wwda.org.au



- On the new website

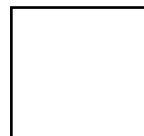


WWDA can also use my photo

On social media sites like

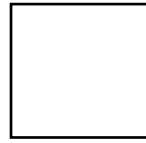


Facebook





Twitter



Instagram



LinkedIn



In an email newsletter



Thank you for your time!





We will give you a **\$100 Voucher** at the end of the workshop as a **payment**



If you have **any questions** about the workshop you can contact our Project Manager, Zoe:

- email zoe@wwda.org.au
- call **0473 119 449**



Acknowledgements

Authorship

Women With Disabilities Australia (WWDA) wrote the content for this booklet.

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2023

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www.easyonthei.nhs.uk.

pixabay.com



Timeline

