

Co-Design & Facilitation

Ensuring the right people are in the room, and what they say actually shapes the design, not just informs a report.

THE CHALLENGE

Health, education and community organisations often design solutions in isolation, then face poor adoption, disengaged stakeholders, or community distrust when the people affected weren't part of shaping the response. Genuine, structured engagement is harder than it looks, and rushed consultation produces the same shelf-bound outcomes as no consultation at all.

WHAT WE DELIVER

- **Stakeholder & community workshops:** structured sessions that bring the right people into the room, so their input genuinely shapes the outcome.
- **Service and provider co-design:** bringing services and providers together to design solutions that work in practice, not just on paper.
- **Strategy & innovation facilitation:** facilitated processes that turn a complex strategic or innovation challenge into a clear, actionable direction.

OUTCOMES YOU CAN EXPECT

- Communities and stakeholders shape the design directly, building trust and buy-in from day one
- Multi-agency partners align around shared priorities, rather than working in parallel
- Designs reflect local and cultural context, not a generic template applied from outside
- Higher adoption, because the people who'll use the solution helped build it

HOW WE WORK

1. Understand	2. Design	3. Embed
Rapid needs assessment and evidence review: what's needed, and why.	Strategy, model of care, or systems response, developed with the people who'll use it.	Stakeholder buy-in and change support, so the work is actually used, not just delivered as a report.

PROVEN IN PRACTICE

Diabetes Model of Care, Normanton (Gidgee Healing)

Facilitated on-the-ground consultations and multi-agency workshops to co-develop an integrated diabetes model of care for a remote Indigenous community, aligning priorities across Gidgee Healing, North West HHS, WQPHN and QUT, and ensuring cultural safety throughout.

ABOUT DR KYLIE ARMSTRONG

Kylie and team designs and facilitates inclusive, outcomes-focused processes that bring the right people together to solve complex challenges. Drawing on implementation science, human-centred design, improvement methods and innovation practice, she helps organisations move from ideas and consultation to clear decisions, practical action and sustained change.

She is experienced in facilitating stakeholder workshops, community consultations, leadership forums, co-design sessions, strategic planning processes and cross-sector partnership discussions. Her approach creates space for diverse expertise, lived experience and local knowledge while maintaining focus on evidence, feasibility and implementation.