



Griffith University, Queensland

Australia Engages Disabled Community in Ground-breaking Study

\$100k

annual savings

1k+

monthly page views

71%

email open rate

2k+

responses to engagements
in 18 months

OVERVIEW

Researchers at Griffith University turned to EngagementHQ by Granicus to improve the accessibility and inclusion of people with disability to increase the depth and breadth of data for the latest version of the "Voice of Queenslanders with Disability" report.

SITUATION | GOING TO THE NEXT LEVEL

Griffith University started an engagement hub for people with disability called The Dignity Project using a patchwork of freely available solutions. This structure helped the program get off the ground, but it was no longer sustainable after two years.

Griffith University turned to EngagementHQ from Granicus to host the study's user groups in a streamlined fashion. This freed researchers to focus on collecting data, working with stakeholders, and offering recommendations instead of manually monitoring online activity.

SOLUTION | MORE ENGAGEMENT = MORE DATA

With increased capability and accessibility, Griffith University then partnered with the Queensland Government on the statewide "Voice of Queenslanders with Disability Survey".

In 2023, Queenslanders with Disability network and the Queensland government partnered with Griffith University to evaluate and measure experiences and outcomes of the *Queensland Disability Plan*. This required data – and lots of it – from diverse people living throughout the state.

RESULTS | GOING BACK TO SCHOOL

In a first for the platform, the Dignity Project offered an educational course. More than 100 people with disability have taken the course, which requires them to complete quizzes on research essentials. Those who pass receive a micro-credential and digital badge.

MUST HAVE SOLUTION

EngagementHQ

“Too often, people get scared to share their stories with a university or government agency, but the platform helped put them at ease. People shared their stories vulnerably with us in ways that will benefit all Queenslanders.”

Dr. Kelsey Chapman,
Research Fellow,
Griffith University