

Discussion Paper

**Co-design Principles**  
*to deliver community services in partnership  
in WA*



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## Purpose

This paper is designed to assist public sector agencies and the community services sector in Western Australia to further the discussion about co-design. The aim is to inform discussion and facilitate agreement about common definitions and principles of co-design and agree the role of co-design as part of sector and partnership reform in Western Australia, as underpinned by the State Government's *Delivering Community Services In Partnership Policy (DCSP)*, (Finance, 2011).

To do this, the paper will provide:

- information about co-design as part of the spectrum of engagement and collaboration;
- discussion about the levels at which co-design occurs;
- a range of potential definitions and principles associated with co-design; and
- a brief summary of some of the challenges of implementation.

The paper is not intended to advise about how to implement co-design, though the definition and principles provide some insight regarding implementation. The paper also does not review the benefits of implementing co-design in any detail, as key attributes such as fundamentally improved outcomes for service users, improved design, ownership and sustainability of solutions, increased efficiency of services and use of resources, potentially lower cost of service provision and or improved capacity to meet needs, are addressed in many of the references included in this paper. The commentary provided by Leadbetter, Burkett, Bradwell et al, Hunter et al and Boyle are a useful starting point in that regard.

There has already been discussion within the sector about co-design and some reflection on the extent to which this is already practiced. Co-design is not new and there are many excellent examples of co-design and co-production in the community services sector in Western Australia. Indeed, the State has been a leader in some aspects of this work, such as development of the concept of local area coordination (Hunter S, 2008) and individualised community living, (Smith, 2015) and through a range of community development activities. The current task is about reaching an explicit understanding within the sector about how to take co-design to the next level and how to prioritise co-design activity.

There is a strong commitment at both government and sector level to pursue co-design. This is evident within the DCSP, which seeks to improve outcomes for all Western Australians by building a genuine partnership between the public and not-for-profit community sectors in the policy, planning and delivery of Community Services in Western Australia.

Consistent with this policy, the Partnership Forum established a co-design working group and in its strategic directions for 2016 and 2017 (Western Australia Department of Premier and Cabinet, 2016), acknowledged the importance of co-design and the empowerment of service-users, identifying the following priority actions:

1. building the capacity of service users to engage in co-design processes; and
2. developing policies, guidelines and tools to support government agencies and service providers to facilitate co-design processes.

Through its deliberations, the Partnership Forum concluded that whilst co-design offers significant potential to deliver improved outcomes for people, it is not yet standard practice and there is no consensus on a suitable definition or agreement about what constitutes best practice in co-design.

This paper should assist in focusing discussion about co-design across government and the community services sector, in particular, in the lead-up to and at a Co-design Roundtable in October 2016.

The Roundtable is anticipated to provide an opportunity for the sector to develop a shared definition and underpinning principles for effective co-design, as well as reach an understanding about good practice and how co-design can be implemented with greater consistency than is currently the case.

The Roundtable will also provide an opportunity to consider the challenges presented by co-design, the need to reach an understanding about what cohorts, regions or service areas are a priority for co-design, and to set some realistic expectations concerning the demands that implementation will place on all parties.

## **1. Definition(s) of Co-design**

Definitions from the literature on co-design and co-production are wide-ranging. In reflecting on the definitions that follow, a key challenge is for the sector to decide what co-design should mean within the context of partnership reform within Western Australia.

A few definitions of co-design are provided here for consideration. They provide a basis for further deliberation.

Co-design is about engaging consumers and users of products and services in the design process, with the idea that this will ultimately lead to improvements and innovation. (Burkett, 2012).

Experience-based co-design (EBCD) is an approach that enables staff and patients (or other service users) to co-design services and/or care pathways, together in partnership. EBCD involves gathering experiences from patients and staff through in-depth interviewing, observations and group discussions, identifying key 'touch points' (emotionally significant points) and assigning positive or negative feelings. (Kings Fund, 2013).

Co-design is about involving the end user of the service or experience in the design phase of a project or piece of work that aims to improve outcomes (National Disability Insurance Agency).date?

Evidence based co-design is an approach that enables staff and patients and other service users to co-design services and or care pathways together in partnership (Baranick E, 2015).

Co-design is the process of deliberately engaging users of a system, including both those who receive and deliver services, being led by process experts (such as designers) to actively understand, explore and ultimately change a system together. (Edwards M, 2013).

Co-design involves coming alongside people who experience vulnerabilities, to work with them in creating interventions, services and programs which will work in the context of their lives and will reflect their own values and goals. This involves letting go of professional assumptions about a group's perspectives and experiences and actively learning from what people say and do. Expertise, professional knowledge and research is then considered in relation to group input, to add colour to the possibilities of approaching social problems with specific groups. (Clarkson, 2015).

“Co-design involves collaborating, including designing with people that will use or engage with a service or product. It is a methodology for involving a broad range of people directly involved in an issue, place, process in its design and sometimes also in implementation.” (Western Australia Department of Child Protection and Family Services, 2016).

“In the United Kingdom, in September 2007, a workshop was held, attended by researchers, service designers and other interested parties, including members of the UK government's Transformational Government group. The workshop created a working definition of co-design, one that recognised the interplay of different factors which come together in the participative design process. Their working definition which combines definition with principles, was as follows:

**Participation:** Co-design is a collaboration. The collaborative nature of the process is enhanced and extended by several of its other features. There is a great deal of transparency involved in co-design: all participants are aware of the design methodology, its inputs and outputs, its goals and current status, etc. It is designing with people, not merely for people. This high level of participation requires continuity of participants, to ensure the development of a close working relationship. The breadth of input from all parties is wide-ranging, ensuring a multiplicity of viewpoints and building wider community relationships between those involved.

**Development:** Co-design is a developmental process. It involves the exchange of information and expertise relating to both the subject of the design process and the process itself. In this sense, co-design teaches co-design.

**Ownership and power:** Co-design requires a necessary balance of rights and freedoms between participants. There is equality of legitimacy and value in inputs from all those involved, whether suggestions entail large- or small-scale changes. This combination of controlled abrogation of power by those with whom it usually rests, and the concomitant empowerment of those in a traditional 'client' role, serves to create a sense of collective ownership.

**Outcomes and intent:** Co-design activities are outcome-based: they possess a practical focus, with clarity of vision and direction. Methodology and implementation seek to ensure a shared creative intent between all participants.” (Bradwell P, 2008).

There are differences in emphasis among these definitions but common elements include:

- Active involvement of service users in the design process (not just implementation of something already designed);
- That co-design is not just consultation where advice and views are exchanged, it's about close involvement in design and participation in decision making;
- Listening to and acting on the input of service users (and their families) to deliver better services and outcomes; and
  - A sense of equality between service users, service providers and other stakeholders in the design process.

Points to consider:

1. What definition would be appropriate for co-design for the community services sector in Western Australia?

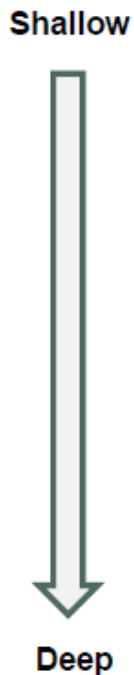
## **2. Co-design as part of the spectrum of engagement and collaboration**

There are a wide range of definitions of co-design and the term is also often used interchangeably with co-creation and in particular, co-production. This elasticity of definition can make it difficult to develop a clear and shared understanding of what co-design means and it has been suggested that this has contributed to difficulties in implementation (Scourfield, 2015).

What differentiates co-design from other forms of engagement, co-production and co-creation?

The Western Australian Department of Finance, Funding and Contracting Services has produced Stakeholder Engagement Guidelines which provide useful information about the spectrum of engagement and good practice, (Western Australia Department of Finance and Contracting Services, 2015). Importantly, the Guideline identifies the need for planning of engagement and how best to do this.

The Guideline outlines a range of engagement processes such as provision of information, consultation, involvement, collaboration and empowerment, each in turn providing greater opportunity for stakeholder influence (as below). Co-design is represented at the higher end of the empowerment spectrum.



Levels of Engagement	
<b>Inform</b>	One way 'push' or 'pull' communication to provide information relating to the perceived needs and/or responsibilities of stakeholders
<b>Consult</b>	Limited two-way engagement: organisation asks questions, stakeholders answer.
<b>Involve</b>	Two-way or multi-way engagement: learning on all sides but stakeholders and organisations act independently.
<b>Collaborate</b>	Two-way or multi-way engagement: joint learning, decision making and actions.
<b>Empower</b>	New forms of accountability; decisions delegated to stakeholders; stakeholders play a role in governance.

### 3. Principles of Co-design

There are numerous recommendations about the principles that provide a foundation for good co-design. We have surveyed the literature and provided a listing of some key principles and distinctions below as a basis for a discussion with the public and community sectors to agree on a definitive list for the purposes of our reform agenda.

Burkett suggests there are least at least 5 features of co-design, including that co-design should:

- **Be person-centred**, using ethnographic methods to understand the experience of a service from the clients' point of view. Co-design asks service providers and service users to walk in the shoes of each other and to use these experiences as the basis of designing changes;
- **Start with a desired end**, rather than with what is wrong with the present service. In the process we look to build backwards from the outcomes we are seeking.
- **Focus on developing practical real world solutions** to issues facing individuals, families and communities. In co-design, prototyping is a method of testing whether the ideas work in practice, and then refining ideas until solutions that work for service users and providers alike are developed;
- **Make ideas, experiences and possibilities visible** and tangible using a variety of media, graphic, kinesthetic and experiential methods. This helps to make solutions tangible and

to make complex systems accessible across a range of people who may have different perspectives and knowledge about the system;

- **Have processes that are inclusive** and draw on many perspectives, people, experts, disciplines and sectors. The idea is to find real, workable solutions to complex issues, so it is important to draw on as many perspectives, to challenge orthodoxies, to question assumptions and to draw in other possibilities. Co-design processes thrive when boundaries are flexible, and silos are broken down, when real listening and dialogue can occur across unlikely alliances. (Burkett, 2012).

Similar principles are advocated in a report prepared by Huddle for the National Disability Services, Co-design for community inclusion, (Sutton-Long C, 2016). These include:

- **Be person-centred** – and use empathy. Empathy is built upon seeking understanding through asking the right questions and active listening in order to respond to, and not compromise, what people need;
- **Be creative** - curiosity and learning underpins creativity. Ask questions for the purpose of learning, building knowledge and action. Investigate, enquire, challenge, ask why. Be non-judgemental and accepting. Prototype to think and learn;
- **Be collaborative** - Collaboration is enabled through considered conversation and reflection. Multiple perspectives allows a holistic understanding of a situation. Bring together people with varied backgrounds and viewpoints. Be inclusive and value people's diverse perspectives and experiences. Enable breakthrough insights and solutions to emerge from diversity. Build upon ideas and create together. Be liquid to change perspectives and positions on things. This will require objectivity, humility, honesty and respect;
- **Be courageous** - Courage is a belief that anything is possible. It is underpinned by optimism and sets up a powerful stance for solving challenging problems, and an attitude of can do. Being courageous seeks to know truth which means giving yourself the permission to challenge and question. It requires you to let go of your experience and expertise so that past experience doesn't limit progress. It requires a holistic view which sees the whole system, creates connections and interprets this for others. Courage understands that any challenge can be overcome with creativity and collaboration. It exudes confidence and clarity, while being authentic, honest and respectful.

The importance of involving the people who use and provide the services is reaffirmed by Bridge, in assessing the approach taken by the Australian Government Department of Human Services in co-designing e-government services. He further adds:

- Provide knowledge of user behaviour and patterns to inform design; and
- Ensure touch points work. Design services where the parts work together during the customer journey, including the connections to other programs and services. (Bridge, 2012).

Boyd et al examined the improvement of health care through the use of co-design and emphasized the importance of engaging patients at the outset and for staff to buy in and be open to trying things outside their comfort zone. (Boyd, et al., 2012).

In relation to co-production, the Social Care Institute for Excellence advocates principles of equality, diversity, accessibility and reciprocity and emphasises:

- social care professionals and people who use services work in equal partnerships towards shared goals;
- there is a movement from involvement and participation towards people who use services and carers having an equal, more meaningful and more powerful role in services;
- people who use services and carers are involved in all aspects of a service – the planning, development and actual delivery of the service;
- power and resources are transferred from managers to people who use services and carers;
- the assets of people who use services, carers and staff are valued;
- it is recognised that if someone makes a contribution they should get something back in exchange; and
- frontline staff are seen as a group that needs to have more autonomy and a greater role in planning services. (Social Care Institute for Excellence (SCIE), 2013).

Community West, a not for profit organization dedicated to advancing community services, has developed 5 key principles which underpin their co-design and co-production approach. These include:

- People are assets: The skills they bring are used in the process of change;
- People feel there is a safe space to speak up and be listened to;
- People are equal partners in the process, ensuring accessibility for everyone;
- Everyone commits to contributing and benefits from being involved; and
- Everyone is involved in decision making and it is clear how decisions are made. (Community West, 2016).

Bridge, in reviewing the co-design work of the Australian Government Department of Human Services noted the importance of ensuring realistic expectations are set, covering issues such as what is desirable, possible and viable (Bridge, 2012).

WACOSS in its analysis of emerging issues (2016) has emphasised that co-design should be **data-driven**—such that co-design processes should commence with sharing of existing data on community need, population and cohort dynamics, and service evaluations. We should reach agreement on service goals and outcomes before proceeding to service design. Ideally, the co-production of effective service models is an iterative loop including co-design, co-production and co-evaluation.

Some common themes include:

- Shared clarity of purpose, process, who will be involved and how, including limitations such as what is negotiable and what is not and sufficient time and resources to be available to make co-design possible;
- Comprehensive inclusion of people who will use the services (and their families and carers as appropriate) as well as those who will deliver them. It is important to design with people, not just for them;
- Inclusion of all participants/stakeholders at the outset, not later when decisions have been made;



- People to participate as equal partners and solutions to be focused on service users;
- Challenge the status quo: be willing to explore new solutions and cross boundaries in search of improved and effective outcomes;
- Importance of an effective process with freedom and safety to speak frankly so that issues can be genuinely addressed. This requires a relationship based on trust, respect, openness and transparency;
- Ensure effective, honest, realistic and respectful exchange of information and ideas so that all participants can participate meaningfully, use methods of communication that enhance capacity to share ideas effectively and ensure feedback to participants on key issues;
- Ensure appropriate information capture and sharing to enable feedback and evaluation;
- Adopt a collaborative approach to developing solutions and decision making;
- Process should be comprehensive and involve design, planning and evaluation, as well as in some cases, implementation or delivery;
- Infuse co-design into all aspects of working so that it becomes ‘business as usual’; and
  - Co-design is an iterative process that develops over time. Participants need to be able to explore, make mistakes, learn from these and use the process to progressively design better services that will deliver improved outcomes.

Points to consider:

1. Are there key principles missing?
2. Would it be helpful to have a small set of key principles, with other important issues included as part of “how to implement” guidance?

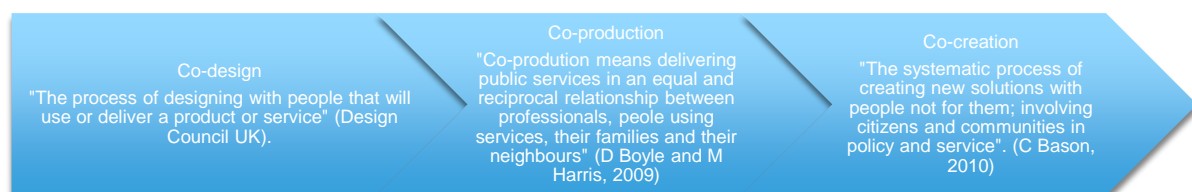
#### 4. Co-design and Co-Production

An important distinction is often made between collaborative design processes prior to the commencement of service (co-design) versus ongoing collaboration in the implementation and delivery of that service (co-production).

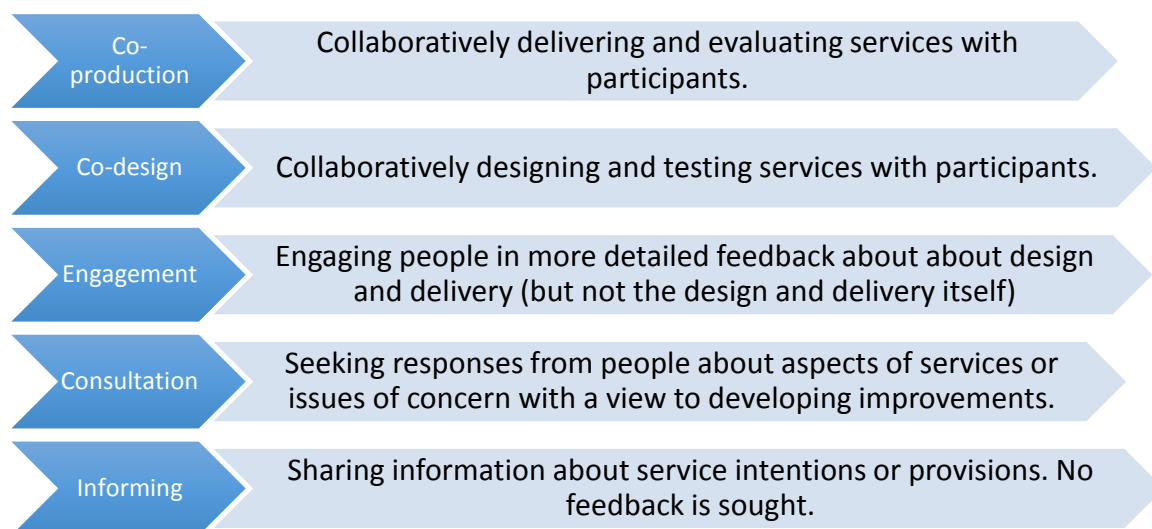
McDougal of Stakeholder Design, differentiates co-design and co-production as follows:

“Co-design is an attempt to define a problem and then define a solution; co-production is the attempt to implement the proposed solution; co-creation is the process by which people do both.” (McDougal, 2012).

Ingrid Burkett (Burkett, 2012), in her work for the Centre for Social Impact and drawing on the work of others, differentiates as follows:



The Australian Centre for Social Innovation (The Australian Centre for Social Innovation, 2016) has also developed a useful outline as follows:



There is clearly some overlap between these concepts and what co-design means in any given case is likely to be influenced by the specific circumstances. Whatever is agreed regarding the broad definition of co-design, for each project or piece of work, it will be important to scope what is included and what is not, and the rationale, particularly where this deviates from any agreed broad definition.

Though both co-design and co-production refer to collaborative design, planning, implementation and evaluation activity, the emphasis on implementation and delivery is often stronger in examples of co-production. In reality, most projects claiming to have used any of these techniques have used a mixture in various combinations and it is not unusual for the terms to be used interchangeably, sometimes even within the same project.

The current deliberation on this issue provides an opportunity for community services in Western Australia to agree what co-design and co-production should mean within the sector in Western Australia.

Also included below is a selection of definitions for co-production.

The Social Care Institute for Excellence states that co-production is “a slippery concept and if it is not clearly defined there is a danger that its meaning is diluted and its potential to transform services is reduced. At the same time, a definition that is too narrow can stifle creativity and decrease innovation. An important part of the process of co-production is for organisations and projects to come to an agreement on what they understand co-production to be and the principles that will guide its implementation”. (Social Care Institute for Excellence (SCIE), 2013).

SCIE quotes a number of definitions from various authors (cited in the SCIE material) on the topic of co-production:

“Co-production is not just a word, it’s not just a concept, it is a meeting of minds coming together to find a shared solution. In practice, it involves people who use services being

consulted, included and working together from the start to the end of any project that affects them.”

“A way of working whereby citizens and decision makers, or people who use services, family carers and service providers work together to create a decision or service which works for them all. The approach is value driven and built on the principle that those who use a service are best placed to help design it.”

“A relationship where professionals and citizens share power to plan and deliver support together, recognising that both have vital contributions to make in order to improve quality of life for people and communities.”

Boyle in “Turbocharging Volunteering” says “Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours”. (Boyle, 2014)

Boyle advocates that a key element of co-production is citizens actually delivering part of the solution, where co-production is about doing, potentially taking over some of the things that professionals may have been doing or filling some of the gaps between existing services; applying their skills in delivering services not just providing advice to managers and professionals.

This theme is continued by Phillips and Morgan when examining co-production in health and social care in Wales:

*“Co-production is about professionals and citizens making better use of each-others’ assets, resources and contributions to achieve better outcomes or improved efficiency.” (Phillips A, 2014).*

It is clear from many of the examples of co-production of community services, that co-production often includes co-design of the relevant service.

Points to consider:

1. What differentiation between co-design, co-production and co-creation would be of assistance for the purposes of reform in Western Australia (see definition of co-design later)? OR
2. How can an understanding of the spectrum of approaches from-design to co-production guide the effective application of the partnership reforms in WA?

## **5. Co-design at Different Levels**

In addition to considering the extent to which the engagement of or collaboration with key stakeholders falls onto a spectrum from informing and consulting through to co-design and co-production, we can also look at co-design processes as occurring at different levels within a service system:

- **Individual care planning**
  - **Service redesign (within one service provider)**
  - **Program redesign (within one government agency, across providers )**
  - **Place-based or cohort level (across multiple programs, agencies and providers to achieve collective impact for a particular location or group)**
  - **System level (across service systems including multiple programs, agencies and providers)**
- **Individual level.** Co-design can occur at the individual level, for example in the development of individualised support plans actively involving the person who requires assistance, their family/carers, service providers and other stakeholders. Some examples of individualised planning are provided by (Leadbetter, 2004), (Hunter S, 2008), and (The Australian Centre for Social Innovation, 2016).
  - **Individual Service User engagement at service level.** For example with the aim to improve service delivery across the service. An example of this is the evaluation of the Individualised Community Living Strategy (Smith, 2015). A service provider engaging with individual service users to redesign an existing service (noting that many community organisations have developed their own integrated service models based on funding from multiple funding programs.)
  - **Program level.** Co-design at the program level involves design or redesign of a specific program which will often only involve one funder/procuring agency but may involve more than one service provider. For example, the current process of co-redesigning rehabilitation services that is being led by the Western Australian Department of Corrective Services.
  - **Place based level.** Here the focus is on a location, eg community, town, or region and consideration is given to how best to design services comprehensively for the relevant population of that location. This may involve multiple funders, service providers and programs. Examples of this type of approach in the field of child welfare and education are outlined in *The evidence: what we know about place-based approaches to support children's wellbeing.* (Moore, 2014);
  - **System level.** It is arguable that the greatest opportunity for major transformational change occurs where the design process considers the best way of delivering services at a whole of system level. This may involve multiple levels of government, numerous agencies, communities and individuals and involve development of innovative solutions to current and future issues, removing current siloed approaches where these exist. An example of co-design at this level is the development of the *Western Australian Mental Health, Alcohol and other Drug Services Plan 2015-2025* (Mental Health Commission of Western Australia, 2015) which involved extensive consultation, planning, design and extensive service user inclusion in the drafting of a Plan which proposes to reshape services at whole of system level over the next decade. At service system level, the *Wraparound Milwaukee* service is an exemplar of strategic co-design, delivering a wraparound service of care for children and young people with severe difficulties using

pooled funding and a cohort of over 200 service providers covering 80 services (Wraparound Milwaukee);

Many of these co-design processes may involve different combinations of stakeholders such as funders/commissioning agencies, service providers, agencies delivering complementary services, and peak bodies, depending on the context and scope of work, though all should involve service users.

In considering implementation of co-design and its potential to radically change the way services are provided, it is worth reflecting on the work of Charles Leadbetter. In “Personalisation Through Partnership”, although largely focused on personalisation and co-production, his observations remain relevant to co-design. Leadbetter distinguished between “shallow personalisation as a modest modification of mass produced standardised services” and “deep personalisation, with service users becoming co-designers and co-producers of services.”

Leadbetter describes a number of levels of personalization, starting with simple things like more 24/7 call centre assistance and easier access to appointments through to changes that allow much more self-management and self-organization. The earlier forms see professionals still primarily delivering services for dependent service users, whereas at the other end of the spectrum, professionals are more involved in designing environments and networks and platforms for people to devise their own solutions. “The challenge of personalisation is not just: ‘how do we create more personalised versions of existing public services?’ The real challenge is: ‘how do more personalised public services help people to devise their own, bottom up solutions, which create the public good?’” (Leadbetter, 2004).

Co-design clearly provides an opportunity for governments, government departments, the private sector and community services organisations to comprehensively review and overhaul how they do business and to use this tool to ensure their efforts are appropriately targeted and focused on delivering optimal outcomes. Community sector organisations are especially suited as partners in such work due to their community origins and client-centred focus, capacity to advocate strongly and ability to innovate.

At organisation level, co-design can be incorporated into business ethos, during development of new and review of existing services and programs, through continuous quality improvement activity and as part of evaluation of programs and services.

Furthermore, government departments can support such an approach through their commissioning frameworks and procurement activity.

Whilst there are many levels at which co-design can be valuable, a key question for the Western Australian Community Sector at this time is where will co-design be most helpful and cost-effective? Given the short to medium term resource requirements to effectively manage co-design, some prioritisation of effort would be appropriate, perhaps focusing on areas of complexity and difficulty where there is entrenched disadvantage and where government and services have invested extensively in the past with limited results, partly because of the multi-faceted nature of the problems/issues.

There is currently a strong commitment and growth info-design activity at the program level, but arguably our biggest challenges are improving consumer engagement, and in developing models and guidelines for cross-agency and cross-disciplinary Co-design.

Points to consider:

1. What particular advice may be required within the sector regarding the opportunities for co-design at different levels within the sector?
2. What are the priorities for co-design across the sector?
3. Regardless of government policy and procurement activity, what does the sector need to be able to progress co-design at an organisation level?

## **6. Barriers to co-design**

A survey conducted by Bradwell and Marr identified the top 5 barriers to co-design to be time constraints (14.3%), conflicting views and opinions (10.6%), finances (9.9%), availability of the necessary participants (9.4%), and bureaucracy (5.6%) (Bradwell P, 2008);

All co-design involves some transfer or sharing of power from funders and service providers to citizens. Those who currently exercise power and control can have difficulty in letting go (Clarkson, 2015) and service users need to be supported and empowered to engage effectively (Phillips A, 2014);

Service providers have indicated that in the short term there is a time and resource commitment that can be challenging to manage (Sutton-Long C, 2016). It is important that the parties are clear and honest about the resource implications to make the process effective and sustainable; Service providers may be reluctant to commit significant or open-ended amounts of time to co-design processes where short-term or small scale contracts are at stake or there is not a clear benefit or rationale for service redesign.

Establishing the right engagement process and mechanisms is important. Basic issues such as establishing scope, expectations, resourcing the process and attending to detail to enable service users to participate is required (William-Powlett, 2013);

A common theme is that service providers and particularly service users say they need information and training to be able to properly engage with the co-design process. (Rosenberg, 2013);

Research and evaluation of the effectiveness of co-design and its comparative effectiveness compared to other quality improvement initiatives needs further work (Burkett, 2012). This requires careful advance consideration of data capture and information sharing and analysis at the outset (Western Australia Department of Housing, 2016).

Co-design is a mindset, and needs to be part of routine business practice. This takes time because it involves culture change (Burkett, 2012); and

Enabling the right level and type of representation in co-design processes can be challenging as there is a risk that co-design becomes overly influenced by a relatively small group of representatives (Bradwell P, 2008).

Points to consider:

1. What are the priority challenges faced by government, service providers and service users and their families or carers?
2. What are the systemic barriers to effective co-design processes in WA and what role can the Partnership Forum play in addressing them?
3. What guidance should be available regarding reality-checking and scoping before embarking on co-design?

### **Next Steps**

Co-design offers many opportunities to improve outcomes for people in our community reliant on services provided by the public and community service sectors in WA. This paper aims to assist both sectors to make decisions about how to take co-design to the next level, starting by reaching agreement about key elements of co-design.

The next steps in this project are to:

1. Convene a **workshop** to discuss co-design
2. **Case studies** and lessons learned from recent and live WA co-design experience
3. Development of draft **co-design toolkit** resources
4. Information seminars and webinars on using the co-design toolkit

The workshop aims to:

- Agree a definition for co-design
- Agree key principles
- Develop a shared understanding about:
  - The ways in which co-design can be applied
  - How best to prioritise and focus co-design
- Discuss further steps to assist the sector(s), for example:
  - Establishment of a governance framework to assist with implementation
  - Development of implementation guidelines, processes and checklists (a toolkit)
  - Agreement about evaluation mechanisms, data needs and sharing protocols

Ultimately this project intends to produce:

- a definitive list of co-design principles;
- a checklist to determine if and when co-design is required;
- clarification of the separate responsibilities of government and community sector participants in co-design processes;
- guidelines, processes and timelines for undertaking co-design;
- case studies of effective co-design processes;
- examples of ways to ensure co-design principles continue to be applied in implementation of co-designed programs;
- guidelines to ensure relevant data on needs and outcomes is used to drive the co-design process;
- guidance on when and how to engage consumers and other stakeholders in co-design processes;

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