DEFINITIONS AND PRINCIPLES TOOL

Using this tool

Refer to this Tool at any stage during the Co-Design process to check in on the definitions and principles of Co-Design. Make a large format version of the Co-Design definition and the principles for prominent display throughout the Co-Design process. Draw participants' attention to the principles at key points throughout the workshops and in other communications.

Definitions

▶ **Co-Design**

Collaboratively designing services with service-users, service-deliverers and service-procurers.

▶ **Co-Production**

Collaboratively delivering services in an equal and reciprocal relationship between service-professionals, service-users and their support networks (ie. family and friends).

▶ **Co-Creation**

The process of engaging in both co-design and co-production.

▶ **Consultation**

Seeking feedback on an intended service with the intention of making changes based on responses.

▶ **Informing**

Sharing information about an intended service with no feedback sought.

Principles

▶ **Clarity of purpose**

There must a shared clarity of who should be involved, the process of involvement, what is negotiable or not, and what resources and time are needed to make the co-design possible.

▶ **Inclusiveness**

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 must be at the outset, not later when decisions have been made.

▶ **Equal Partnership**

People to participate as equal partners, with solutions to be focused on service users.

▶ **Respect and Trust**

It is essential that there is an effective, facilitated 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 that enables all participants to participate meaningfully, using methods of communication that enhance capacity to share ideas effectively.

▶ **Data-Driven**

Co-design processes should commence with the 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.

▶ **Comprehensive**

The process should involve design, planning and evaluation, as well as in some cases, implementation or delivery.

▶ **On-Going**

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.

Levels of Co-Design

▶ **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.

▶ **Individual Service User engagement at service level**

A service provider engaging with individual service users (either one-to-one or in a collective engagement with 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 consumers and more than one service provider.

▶ **Place based level**

Here the focus is on a location, e.g. 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, as well as a wide range of service users and other stakeholders.

▶ **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.