



IS CO-DESIGN RIGHT IN THESE CIRCUMSTANCES?

- ◆ We already know what needs to be done and how to do it¹
- ◆ Options to change existing models are constrained by political considerations²
- ◆ Existing contracts will end within 18 months³
- ◆ Existing contracts will end in three months⁴
- ◆ Services are not currently meeting objectives or achieving desired outcomes
- ◆ Services are delivering required outputs but desired change is not occurring
- ◆ Services are effectively achieving desired outcomes with high levels of consumer satisfaction
- ◆ New budget allocation has been made to address a specific issue
- ◆ New budget allocation has been made to address issues in a specific location
- ◆ Circumstances have changed since funding was originally allocated
- ◆ Funding is being cut from an area traditionally funded by government
- ◆ Different service providers are achieving significantly different outcomes
- ◆ The issue or problem to be addressed does not have an obvious service delivery solution
- ◆ There is a recognised issue of concern but no resources for services to address it⁵
- ◆ There is an existing model for engaging services users (and/or families and carers) in service design and delivery
- ◆ There are no existing models for engaging service users (and/or families and carers) in service design and delivery
- ◆ There are organisations representing the users of these services
- ◆ There are no organisations representing the users of these services
- ◆ There is a single preferred provider of these services
- ◆ There are both commercial and not-for-profit providers of these services
- ◆ A government agency is the sole provider of these services⁶
- ◆ The issue to be addressed is 'wicked problem', i.e. one that has been resistant to previous efforts and which will require whole-of-government, whole-of-community responses

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¹ Even when the problem seems so simple that a solution is clear, engaging a wider range of service providers and service users can provide new insights, lead to new efficiencies or avoid unintended consequences. Social and community issues are rarely simple in any case and no service is ever 'perfect'.

² All services are 'constrained by political considerations,' even if only to the extent that the decision to allocate funds in the first place is a political decision. However, if all relevant considerations (nature of service, who is to receive it and how) have all been made, there may be little scope for Co-Design and entering into a Co-Design process may be pointless and potentially damaging to relations with service providers and service users.

³ For large or complex government procurement processes, preparation for new funding rounds should commence more than 12 months before the end of existing contracts. The earlier service providers and consumers are involved in this the better.

⁴ While this is too late for a Co-Design process to be undertaken, some elements such as engagement with Peak Bodies, consumer representatives and service providers may still be useful.

⁵ Most community problems or issues will require resources to be allocated to services if they are to be addressed, and resources are usually required for a Co-Design process as well. It is therefore unlikely to be worth undertaking a Co-Design process in these circumstances but there are exceptions such as processes which include identification of potential funding or involve potential funders or philanthropics.

⁶ Improved service models could still come about from Co-Design with the service users. Other models such as self-directed services or more individualised services may come from using a Co-Design approach in these circumstances.

