

EQUALIZER CARDS

Peer Co-designers

Train community members to participate on the co-design team during research, design, prototyping, and through to implementation. Peer co-designers are on the project team, adding in critical lived experience context and participating in decision-making.

“Peer research has the potential to empower people to participate in research by minimising power imbalances; this may reduce bias and promote improved understanding to inform policy and practice.”

*- Clare Lushey &
Emily Munroe*

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CASE STUDY

Peer Co-designers

National Disability Organisation, Life Without Barriers was determined to develop a new generation of disability services that went beyond basic support – services that enabled people to reach potential and live their best lives. Life Without Barriers engaged peer co-designers living with disability to conduct research, design and prototyping of a new service suite. Together with peer co-designers and community members living with disability, two new services the Allies and the Collective were developed for, with, and by people with disability.

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LIFE WITHOUT BARRIERS
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Community-led Design

Sometimes called participatory design, builds the capability of interested community members to effectively carry out a social innovation process: from identifying an issue, conducting research, identifying opportunities, prototyping, designing solutions and testing. Transfer social innovation skills to communities who already have expert knowledge on their own experiences. With the right resources, communities can be equipped to resolve problems and evolve solutions on their own terms as primary project decision makers.

Benefits include “civic participation, democratic outcomes, sense of community, strengthen people’s attachment to their place and each other, produce more sustainable solutions.”

*- Dr Katerina Alexiou
and Dr Theodore
Zamenopoulos*

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CASE STUDY

Community-led Design

In New Zealand, Innovate Change worked closely with the Māngere community to support their leadership of the design of a social marketing program to encourage positive behaviour change through providing knowledge of the licensing system to enable more young people to drive with the correct licence. Māngere community members shaped the design and currently run and deliver the program.

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Democratising Design

This type of design aims to create a new partnership with citizens, or a new social contract. Democratised design puts citizens and community at the forefront of policy making, setting civil society priorities and setting strategic government direction. This can happen through crowd sourcing policy recommendations, citizen juries, town halls, open planning, smart multi-actor contracting.

“When many citizens and organisations band together in pursuit of common objectives they generate new kinds of power, agency, and innovation.”

- Indy Johar

CASE STUDY

Democratising Design

South Australia is organising a series of Citizen's Juries to engage the public in strategic judgment and decision making on topics such as child protection reform, nuclear innovation, road safety, and nightlife. Through ongoing structured learning experiences, group co-creation and collective choice-making, SA government has been working to "bring the voice of community into decision-making around a tricky policy issues."

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Open Sourcing

Open sourcing allows for open contribution, collaboration and use of knowledge, a concept / design, policy or program. It enables contribution, adaptation and evolution of products and programs at scale. Open sourcing has been used by TESLA to make their technology patents open to the public and electric vehicle sector, enabled the sharing and access of information through Wikipedia, and is now becoming more popular in the service and policy spaces.

“Imagine a world in which every single person on the planet is given free access to the sum of all human knowledge.”-

- Jimmy Wales

EXAMPLE

Open Sourcing

Weavers is a peer-to-peer model where people who have been a carer before support current carers on their journey to care for a loved one. The Australian Centre for Social Innovation believed that the model could have more impact if more services and individuals were free to use the program's service design as is or adapt it to other contexts. Currently the Weavers model, its assets and IP are available to the public for local and international implementation.



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Building Capability

Building capability is all about transferring social innovation and co-design skills to train up groups, communities or organisations to do the process well and independently. Often this works best shoulder-to-shoulder across a live project where people learn in structured and opportunistic ways over a substantial period of time.

“People are not deprived of the creativity and capacity to solve their own problems, likely only the power, skills and resources to do so.”

- *Cinnamon Janzer & Lauren Weinstein*

CASE STUDY

Building Capability

The Australian Centre for Social Innovation worked with a government department to build their social innovation capabilities to do research and co-design alongside local Aboriginal communities. This training and mentorship focussed both on the social innovation process as well as genuine cultural connection to support the agency's effectiveness in commissioning and program design for outcomes.

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Reconciliation, Acknowledgment and Invitation

Reconciliation and acknowledgment are a foundation to building trust and establishing a way of walking together in harmony. Without acknowledgment of history, experiences and reality we are not positioned to develop a future relationship that honours human value or promotes the inclusiveness that co-design aspires to deliver.

CASE STUDY

Reconciliation, Acknowledgment and Invitation

In New Zealand the treaty of Waitangi includes a commitment to partnership, specifically the sharing of power and decision making between Māori and other New Zealanders. An example of this in action is The Department of Conservation (DOC) is collaborating with three local marae to support a Māori approach to land conservation: kaitiakitanga (guardianship).



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Mapping (Invisible) Power Influences

Influence mapping is the visualising of relationships between people, organizations, and political processes. It aims to make explicit any exchanges of power, information, money or influence between actors to understand what is affecting decision-making and where there are opportunities to leverage a power transformation. The process is drawn from methods across sociological, anthropological, and journalistic disciplines.

“When you have power, the chances of you affecting a particular outcome is increased. When you have a lot of power, you can practically guarantee things will go the way you intend. [People] get used to the predictability that power affords.”

- George Aye

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CASE STUDY

Mapping (Invisible) Power Influences

InfluenceMap.org is a group dedicated to gathering and visualising data around influence exchange to support civil society, journalists, media and the public to understand the seemingly invisible exchanges between big business and government. They've mapped the critical components of decisions in climate change policy to support objective decision-making.



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Peer Professionals

Helpful help takes many forms, and often people appreciate support from someone who deeply understands their situation too. Professionals born out of lived experience can be equipped to offer both specialised expertise and authentic, relational connection. Peer professionals are people with lived experience who are trained as professionals to support situations in which they have both personal and professional insight.

“Family by family is a network of families. Instead of families coming in contact with a government worker they come in contact with a family and a friend.”
- Angela Jones, *Family by Family*

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CASE STUDY

Peer Professionals

In Ireland, the Parent Child Home Program targets families in areas of high deprivation and uses specialist peers to train new parents in effective reading and play techniques with the intention of developing investment in children's education and preventing high school dropout rates by 30%. In up-skilling local women the community respected and responded to workers and workers knew which families to target. The workers began practicing the techniques on their own children — it improved their own parenting and outcomes for their kids.



DESIGN BRIEF

**Develop a policy or program
to reduce youth engagement
with the criminal justice
system.**

Reducing Youth Engagement in the Criminal Justice System

Geographic Region: Western Metropolitan Melbourne

Funding Body: State Government Department

Implementation Group: You!

DESIGN BRIEF

**Increase health (mental,
physical, and social) outcomes
for older people living alone.**

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Increasing Health Outcomes for Older People

Geographic Region: Rural Victoria

Funding Body: Not for Profit Organisation

Implementation Group: You!

DESIGN BRIEF

Support new immigrant communities to thrive in Australia.

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Fostering an environment where everyone can thrive.

Geographic Region: Epping, Victoria

Funding Body: Not for Profit Organisation & Government

Implementation Group: You!

DESIGN BRIEF

Create a new suite of services to foster mainstream inclusiveness for people living with disability.

Fostering inclusiveness and accessibility.

Geographic Region: Nation-wide

Funding Body: Not for Profit Organisation

Implementation Group: You!

DESIGN BRIEF

Improve education and employment outcomes for disengaged adolescents.

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Building social and economic participation for young people.

Geographic Region: Metro Melbourne

Funding Body: Government and Philanthropy

Implementation Group: You!

DESIGN BRIEF

Reduce the number of children entering the child protection system.

Give children the best start to life.

Geographic Region: Metro & Rural Victoria

Funding Body: State Government

Implementation Group: You!