



Co-production Pattern Pack

An incomplete set of reusable patterns
for lived-experience involvement

July 2022 Edition

THE
AUSTRALIAN
CENTRE FOR
SOCIAL
INNOVATION

Scroll through the deck or click below to jump to a group of patterns

All stages

Governance

Leadership

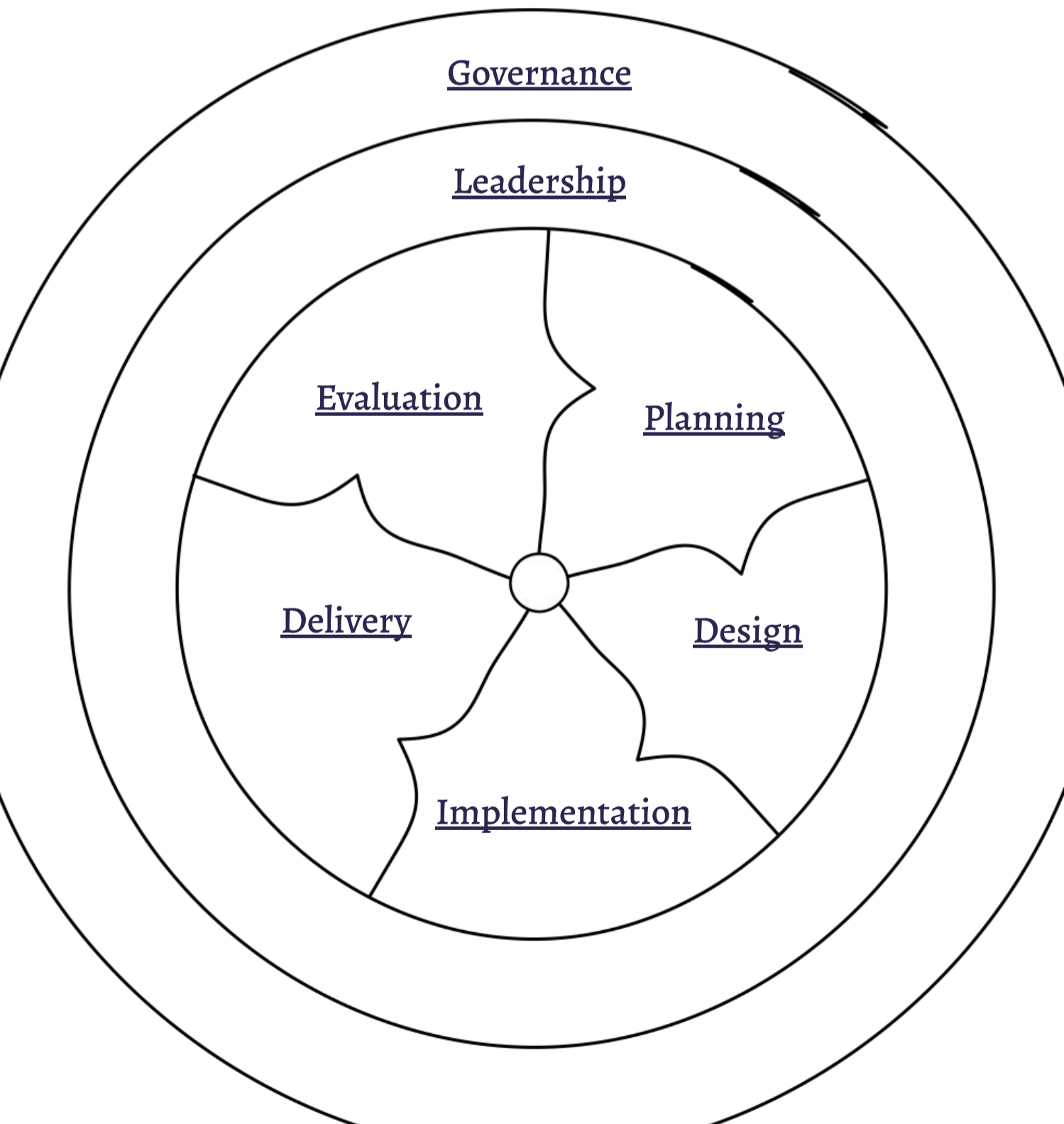
Evaluation

Planning

Delivery

Design

Implementation



General

Patterns you can use to support co-production at all stages.



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Any stage

Lived experience recruitment

People with lived experience
recruit professionals.

Example: Applicants for professional roles with peer to peer program, Family by Family (TACSI) are interviewed by families, including children, as well as professional staff. This means that new staff meet family and professional requirements.

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Any stage

Time for relationships

Roles are designed and resourced so people can build meaningful relationships with community members.

Example: The success of the Local Area Coordinator model (UK) can be attributed to the relationships that coordinators forge with the people they work with. Time and effort goes into making sure that the coordinators get to know people and their local areas well. This means they are trusted, and are seen to be allies of people, not services.

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Any stage

Professionals in the background

Professionals build trust and agency in community members to lead change.

Example: The Nurse Family Partnership model (UK) recognises mothers as agents of change in their own lives, and the future lives of their child. Nurses are taught to work with mothers to facilitate change, not to dictate it; much of the training concerns building on the mothers' existing capabilities and developing new skills.

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Any stage

Language agreements

Strengths based language guides & mechanisms to keep people accountable to using strengths based language.

Example: Flourish Australia have a language guide which rejects and replaces terms like 'client' and 'consumer'. They also have an agreement that gives permission for everyone to respectfully challenge each other if they inadvertently stray from using the strengths based language.

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Any stage

Activating staff lived experience

Staff with relevant lived experience are equipped to work as professional peers.

Example: Wellways' Out Together program (Australia) provides training to disability support workers to support people living with a disability who identify as LGBTIQA+. The training is provided by Wellways staff who identify as LGBTIQ+ and have lived experience of disability.

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Any stage

Creating safe & brave spaces

Create the conditions for authentic collaboration between people with lived-experience and professionals.

Example: Brisbane South PHN with TACSI created helpful conditions around a co-design group by: having a lived experience majority, agreeing on respectful behaviours, establishing a common understanding of the context, avoiding language with potential triggers, avoiding acronyms, asking staff not to wear their uniforms and meeting at neutral location or community venues.

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Any stage

Prepare everyone

Prepare professionals and community members to collaborate with confidence, the right mindset and the right clothes.

Example: The SA government worked with families of people living in dementia units to design a new unit. Initially professionals and the families were supported separately to prepare. Professionals were supported to check their own power, and families to build their knowledge and confidence. Both groups were supported after their engagements to get the most from the conversations.

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Any stage

Inclusive engagement

Designing processes to include people excluded by conventional processes.

Example: TACSI supported a participatory design team of people living with a significant disability to shape government policy around supported accommodation. The activities were highly visual, making use of cardboard props and a full size traffic light system (made of cardboard) to 'give things the green light'. Activities were further tailored to account for individuals specific capabilities.

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Any stage

Knowing where you are

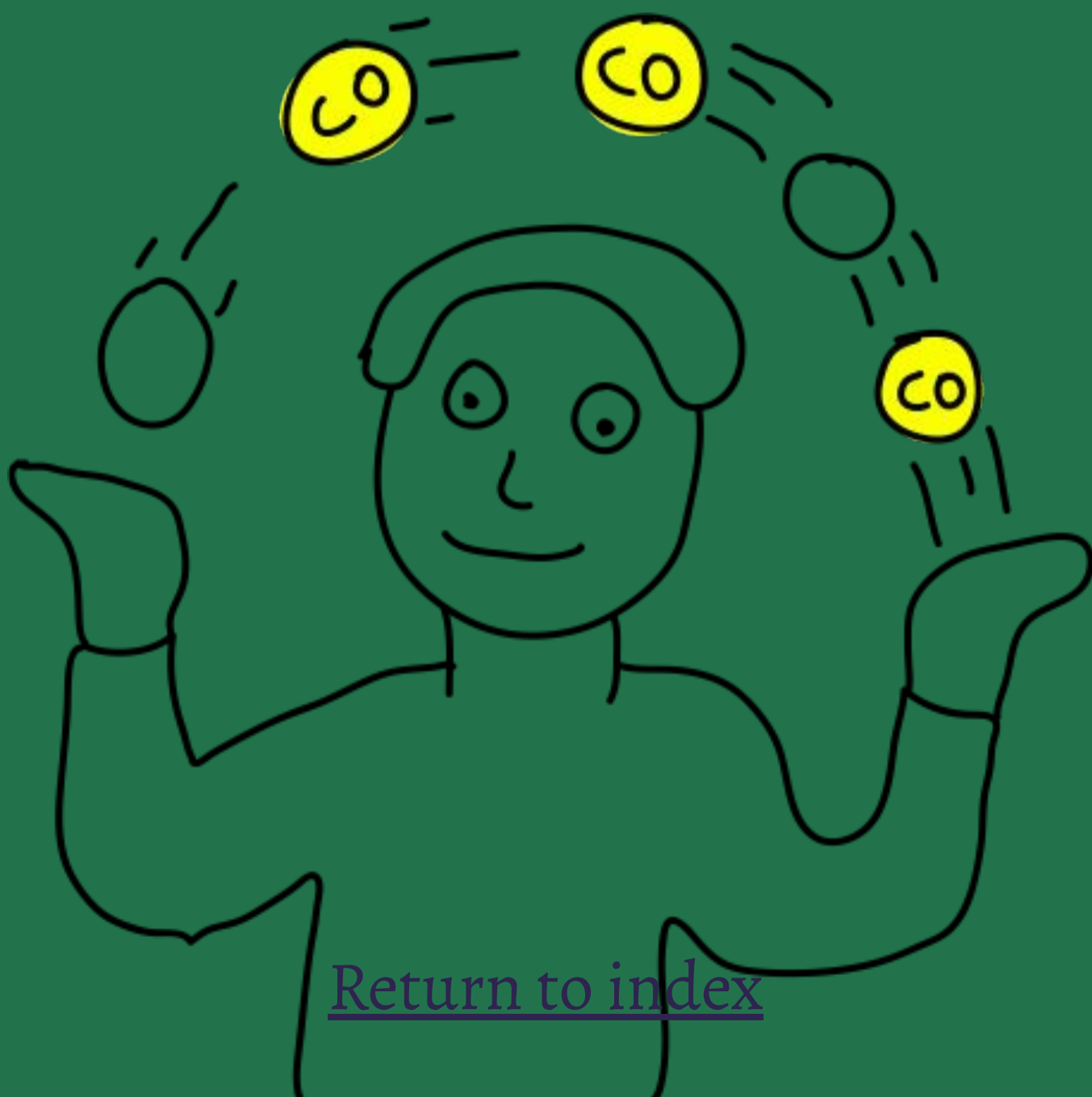
Frameworks to audit organisations' co-pro maturity and identify priorities for improvement.

Example: Public Health Wales & Co-production Wales created a self-reflection tool for organisations to assess the depth to which they currently practice co-production.

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Governance

Patterns to support
oversight & accountability



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Inclusive governance routines

Designing the language, location, routines, rituals and power balance of governance activities to promote lived experience involvement.

Example: The place-based initiative Hands Up Mallee, worked with TACSI to co-design an approach to governance that would be engaging to community members participating, including young people, parents and Aboriginal leaders.

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Leadership

Patterns to support key roles throughout organisation.



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Lived experience leadership

Prioritising the hiring of people with lived experience to change the culture of an organisation over time.

Example: The Tow Foundation (USA) has recruited people with lived experience to join their team. Over time, decisions, strategies and structures are more and more informed by lived experience staff in leadership roles.

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Affirmative action hiring policy

Policies to ensure that people with lived experience are considered during recruitment.

Example: Flourish Australia have an affirmative action policy to ensure that suitably qualified and experienced people with a lived experience of mental ill health are considered during recruitment and employed.

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Planning

Patterns to support decisions about vision, values, direction, ambition, resource allocation & approach



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Members set strategy

People who use services are invited to shape key strategic decisions

Example: Richmond Users Independent Living Scheme (England) gives people who use their services, their families and friends a say in major organisational decisions, including voting rights.

Citizen's juries

A random sample of citizens, informed by experts and information, make a deliberative judgement on complex issues

Example: The South Australian government made progress on a number of politically stuck issues through a number of citizen's juries. Topic included: nightlife and alcohol fuel violence; shared road usage; nuclear waste; and cats and dogs.

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Participatory budgeting

Community members allocate budgets through a deliberative process, or through voting.

Example: In response to public pressure to divest from policing after the police murders of George Floyd and Breonna Taylor Seattle (USA) has allocated \$30 million to a participatory budgeting process that will give everyday people a say in how the money that would otherwise be allocated to police should be used in the community.

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Design

Patterns to support decision making about the detailed form of an interaction, service or policy.



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Participatory design team

A lived experience/
professionals team work
together to evaluate the current
situation and design a
preferable alternative.

Example: The SA government chose to stop delivering supported accommodation and start commissioning it. TACSI facilitated a participatory design team, with a majority people living with a significant disability, to set the brief for new providers and shape the transition. Their vision was informed by semi-structured interviews with a larger group of residents.

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Human-centred design process

Public are engaged through semi-structured interviews and prototyping to inform decisions.

Example: The Fay Fuller Foundation (SA) commissioned a human centred design process to inform it's future strategy. The design process focussed on engaging cohorts unlikely to engage with surveys through target semi-structured interviews.

The work informed Our Town the foundation's 11 year \$15m initiative to support rural towns to self-determine local mental wellbeing responses.

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Broad-deep-broad

Consultation starts with a broad engagement, ideas are then refined through a deep engagement with a small group, and then validated by going broad again.

Example: The SA government shaped the State Ageing Plan through a combination of large stakeholder workshops, a public survey and a small co-design group who interviewed older people in their network.

Peer researchers

Training community members to contribute to conduct research with community members.

Example: The SA government shaped the State Ageing Plan in part by training 14 people to be ‘story gatherers’ who then interviewed older people in their network, before creating a synthesis of visions, priorities and actions.

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Working through multiple iterations

Professionals and the public work through multiple rounds of feedback and changes.

Example: Over a series of workshops professionals and families of people living in dementia units worked to develop the design for a new unit. Together they determined what was important to the specification and what needed to change in the existing design. Between sessions policy makers, architects and infrastructure professionals revised the plans to show at the next workshop. Seeing their input directly influencing the specification increased the families' trust in the process.

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Implementation

Patterns to support real-world implementation of a model / approach.



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Implementation coaching

People with lived-experience play a role in introducing a new model and building capability to deliver it.

Example: Families who had been part of TACSI's Family by Family program in Australia supported the training of coaches to deliver the Family by Family program in the UK.

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Train together

Professionals & people with lived experience train and deliver support together

Example: Comas Recovery Coaching (UK) found training professionals and people in recovery together helped: professionals to recognise the expertise that people in recovery can bring, and enabled some people in recovery to see that professionals can also have deep insights into the experience of recovery.

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Delivery

Patterns to support people in lived-experience roles & professionals to collaborate to prompt change.



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Peer support

Peers who have got through tough times provides support to peers going through tough times.

Example: Weavers (TACSI) helps carers manage the ongoing challenges of caring, by connecting them with a volunteer ‘Weaver’ – experienced and trained former carers that can walk alongside them on the caring journey, providing emotional and practical support.

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Lived experience campaigning

People with lived-experience play a direct role in influencing people in positions of power.

Example: People living with disabilities, and their stories, played a very significant role in the Every Australian Counts campaign that led to the creation of the NDIS. This included meeting with their local member of parliament to share their personal stories and convince them of the value of a national disability insurance scheme.

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Members help each other

People who use services are connected to help each other out.

Example: Richmond Users Independent Living Scheme (UK) supports people who use it's services to meet, connect and share. This includes supporting individuals to pool their budgets and act as 'peer supporters' to other members.

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Peers create and share strategies across a network

Groups of peers come together to help each other achieve their goals. In the background effective strategies are identified and shared

Example: Families that join UpTogether (USA) come together in their neighbourhoods to solve the problems that keep them from leading more economically secure lives. UpTogether track the progress of 1000s of participating families and then identify, and share the strategies that work.

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Doing for, doing with, doing without

People supported to drive their own change by gradually reducing support over time.

Example: In Family by Family (TACSI) families support other families to create change in their lives through a 10-30 week 'link-up'. There are three stages to the link-up, building relationships, doing with, and doing without. In the later stages families will taper off the support they provide – encouraging families to lead their own change.

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Self-directed budgets

People are allocated individual budgets to buy the services and supports they value.

Example: Personal budgets (England) aim to give people living with a disability and their carers the ability to take charge of the support they require to live independently.

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Extending support

Peers provide support that supplements professional support and adds up to greater change.

Example: Members of the Flexicare at the Holy Cross Centre Trust (UK) support each other through a time bank. The activities created through the time bank complement and extend existing provision whilst building the social networks and capacity that support people within their communities.

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People set their own goals

People are supported to work towards goals that they set for themselves.

Example: Families participating in Family by Family (TACSI) are supported (by other families in a peer role) to work towards the goals they set for themselves.

Professional coaches have key check in points and provide support as needed.

One step ahead peer coaching

Peers one step ahead on a change journey support peers one step behind to shift their mindset and behaviours for what comes next.

Example: Roots out of Prison (Scotland) supports people leaving prison to make good decisions by connecting them to a peer who is a steps ahead of them in terms of returning to live in community.

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Peer education programs

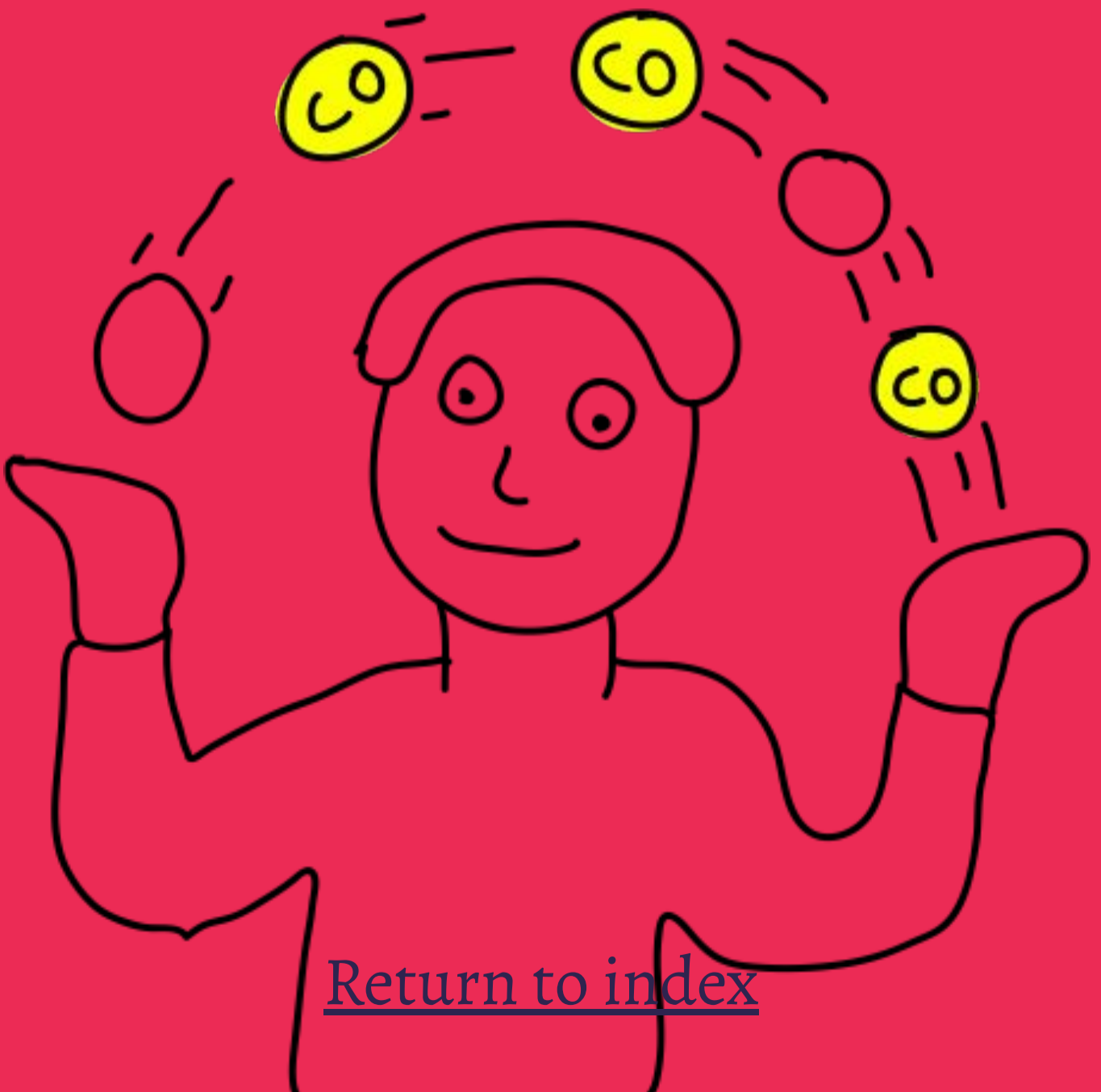
People with lived experience lead group learning experiences.

Example: Wellways (Australia) peer education programs provide an opportunity for people who experience mental illness, as well as their families, friends and carers, to learn about mental illness and recovery. The programs are held in a group setting and led by people who have a lived experience of mental illness and recovery.

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Evaluation

Patterns to support learning
what works and what doesn't.



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Designing in co-evaluation

Participatory evaluation of services is designed-in so it is integral to delivery and improvement.

Example: A client feedback experience was designing into the Support and Safety Hub Model (Victoria) to enable ongoing improvement of the Hub models' services for people experiencing and using family violence.

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Quality friends

Creating ongoing lived-experience evaluation roles.

Example: TACSI's Family by Family program is experimenting with 'Quality Friends', families who once participated in the program who collect data on it's ongoing performance and make recommendations for celebrations and improvements.

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