

Haere Mai & Welcome to...

Co-design with Community

DATE: 1 September 2022

VENUE: (Online - ZOOM)

innovationunit.org

@Innovation_Unit

Karakia Timatanga (Opening)

Whakataka te hau ki te uru

Cease the winds from the west

Whakataka te hau ki te tonga

Cease the winds from the south

Kia mākinakina ki uta

Let the breeze blow over the land

Kia mātaratara ki tai

Let the breeze blow over the ocean

E hī ake ana te atakura

Let the red-tipped dawn come with a sharpened air.

He tio, he huka, he hau hū

A touch of frost, a promise of a glorious day.

Tīhei mauri ora!

Kaupapa

What's happening today?

Workshop agenda

(Approx.)

9:30am Opening Karakia, Mihi & Welcome (10mins)
Whakawhanaungatanga & Introductions (brief in chat)

9:40am **Co-Design & Social Innovation 101 (20mins)**
Models, Mindsets, Methods

10:00am Breakout room / groups (10mins)

10:10am **Co-Design Tools & Skill Sharing (20mins)**
Process & Pre-Planning
Capability & Conditions

10:30am Breakout room / groups (10mins)

10:40am Co-Design Case Studies (15mins)

10:55am Wrap up & Closing karakia (5mins)



PARKING LOT

**If you have any ideas, questions & suggestions, that this has raised for you...
Please write them down on a post-it, your name on the back, and park them safely here:**

Whanaungatanga
Introductions & Connections
(in chat)

Whanaungatanga

Tell us about about

- you,
- your organisation and
- one thing you would like to get out of today?

Co-Design & Social Innovation 101



What is co-design?

Co-design is a movement, a set of methods and mindsets

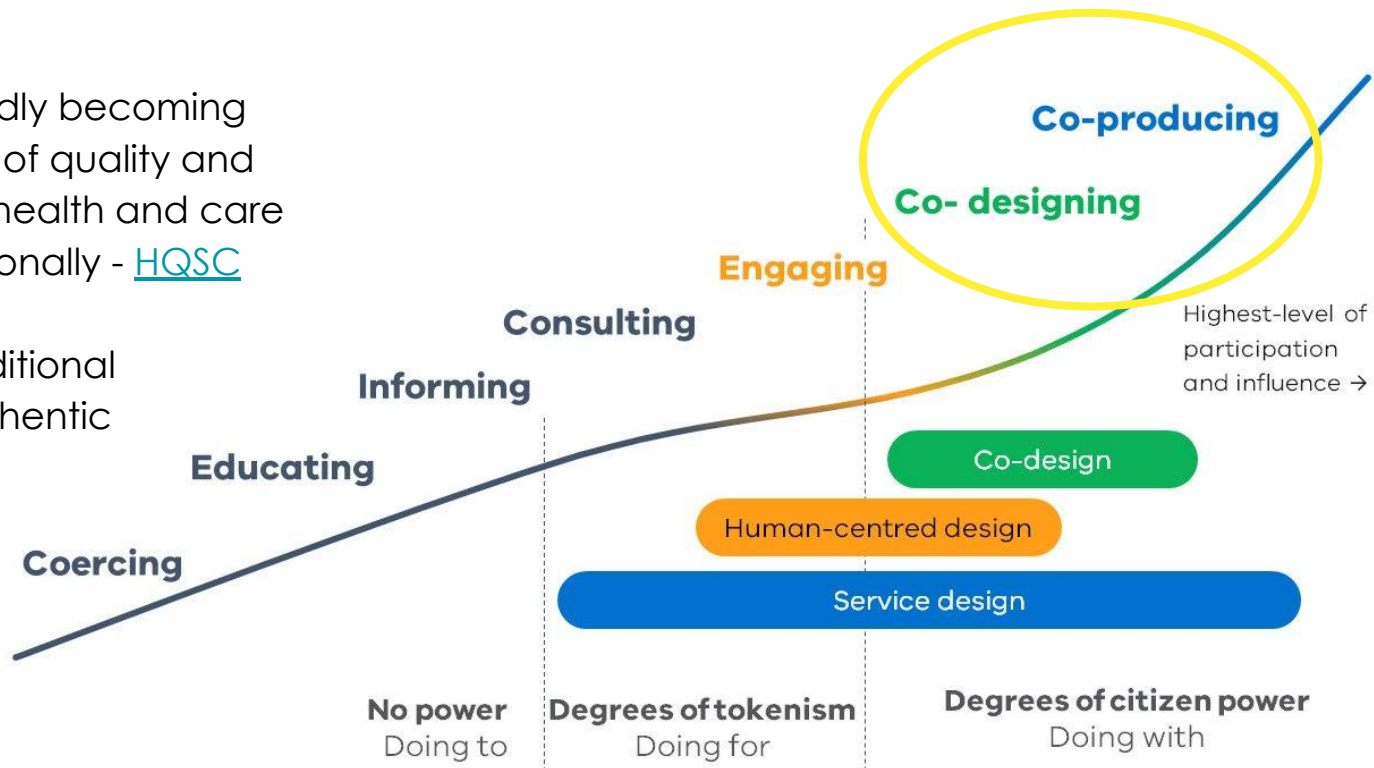
Co-design is about challenging the imbalance of power held within groups of individuals, who make important decisions about others lives, livelihoods and bodies. Often, with little to no involvement of the people who will be most impacted by those decisions.

“ There is no one-size-fits-all approach nor a set of check- lists to follow. Instead, there are a series of patterns and principles that can be applied in different ways with different people. Co-designers make decisions, not just suggestions “ (Burkett, 2012).

Where does co-design fit?

Co-design is rapidly becoming an essential part of quality and improvement in health and care services internationally - [HQSC](#)

Moving from traditional consulting to authentic co-designing



Definitions:

Co-creation is...

Co-creation is “the joint creation of value by the company and the customer; allowing the customer to co-construct the service experience to suit their context.”

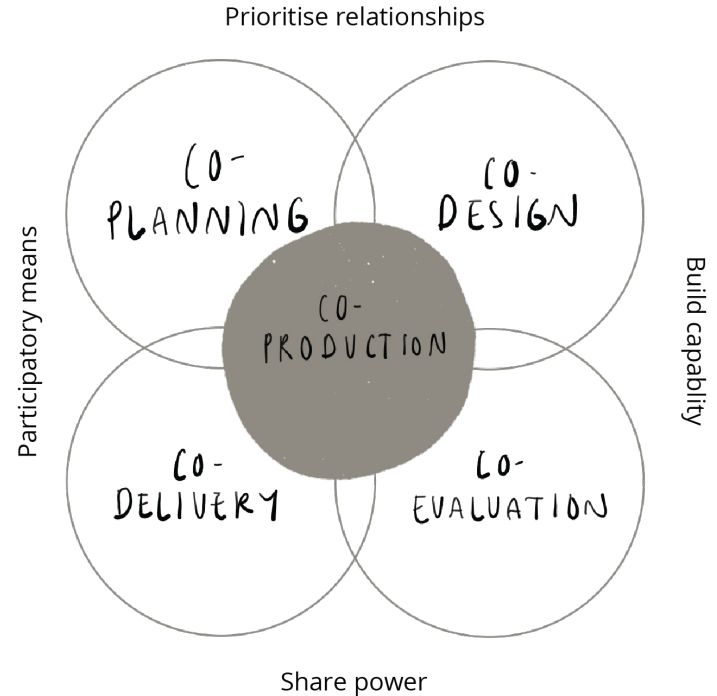
Co-production is...

Co- production is what happens when the raw materials needed to do something are brought together and combined to generate something new. Working out what to do is design work; doing it is production.

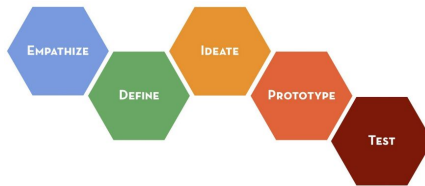
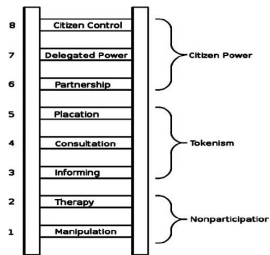
Co-design is...

Co-design is the act of creating with stakeholders (business, customers or service end-users) specifically within the design development process to ensure the results meet their needs and are usable.

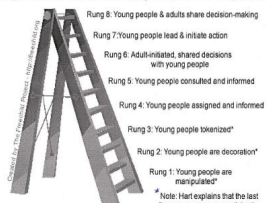
(Co-design may also be called participatory design - a term which is used more often within the design community.)



**“ All models are wrong,
but some are useful ”**

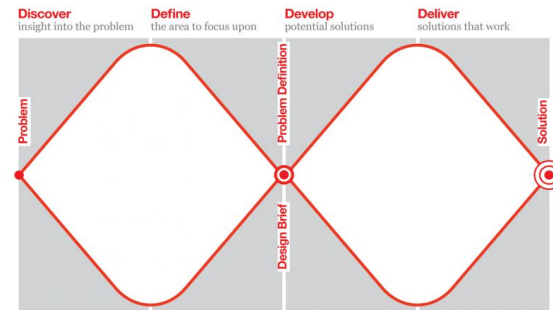


Roger Hart's Ladder of Young People's Participation



Adapted from Hart, R. (1983). Children's Participation from Tokenism to Citizenship. Florence: UNICEF Innocenti Research Centre.

Co Design



IAP2'S PUBLIC PARTICIPATION SPECTRUM

The spectrum is based on the following assumptions:
1. The more people who participate, the better the project will be.
2. The more people who participate, the more likely the project will be successful.

Information on this spectrum is available at: www.iap2.org

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
LEVEL OF PARTICIPATION	To provide the public with background information and to solicit their views and feedback on the project.	To obtain the public's feedback on project decisions.	To work closely with the public throughout the project to ensure that their views and feedback are considered and integrated.	To partner with the public to develop and implement the project.	To place the public in the driver's seat of the project.
LEVEL OF TRANSPARENCY	Low	Low to Medium	Medium	High	Very High
LEVEL OF CONTROL	Low	Low to Medium	Medium	High	Very High

1. Co-Initiating
Build Common Intent
stop and listen to others and to what life calls you to

2. Co-Sensing
Observe, Observe, Observe
go to the places of most potential and listen with your mind and heart wide open.

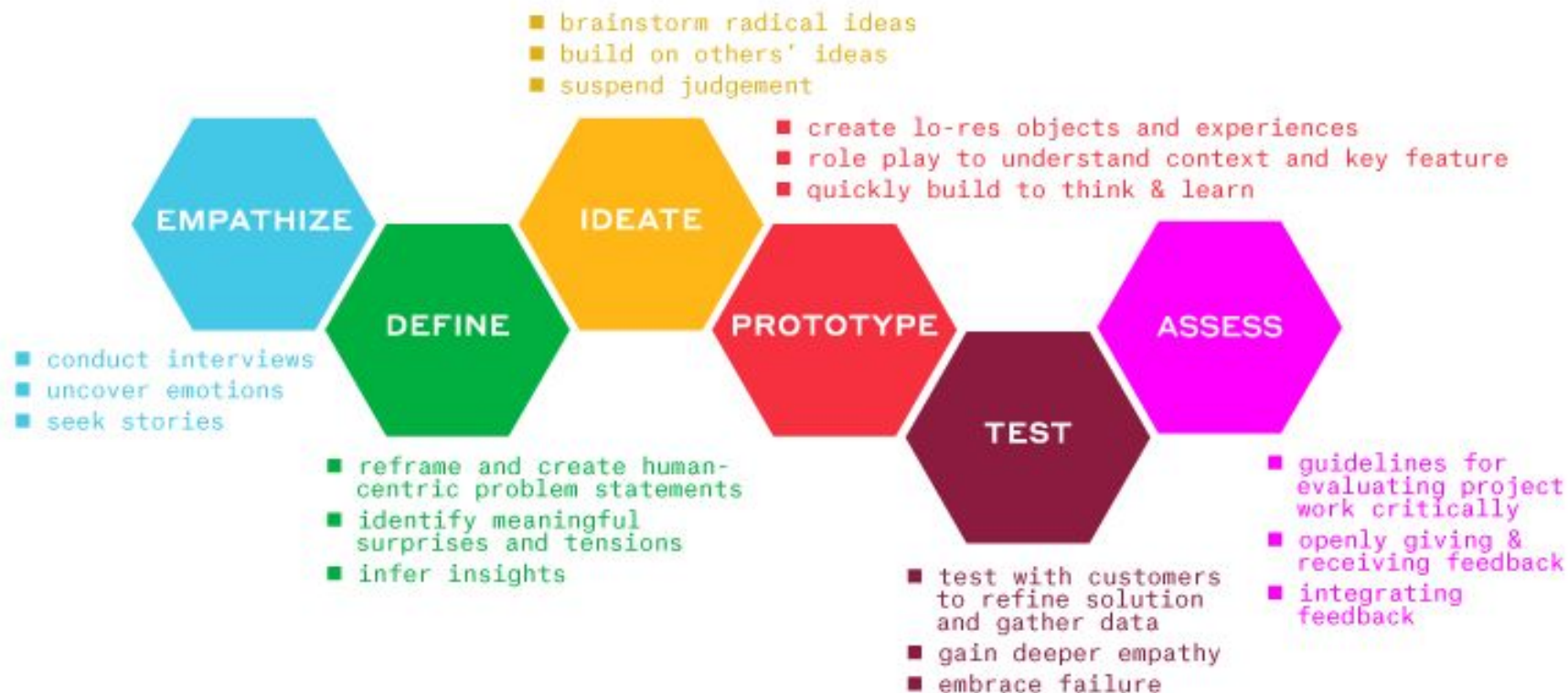


3. Presencing
Connect to the Source of Inspiration and Will
go to the place of silence and allow the inner knowing to emerge

5. Co-Evolving
Embody the New in Ecosystems
that facilitate seeing and acting from the whole

4. Co-Creating
Prototype the New in living examples to explore the future by doing

Design Thinking Process Diagram*

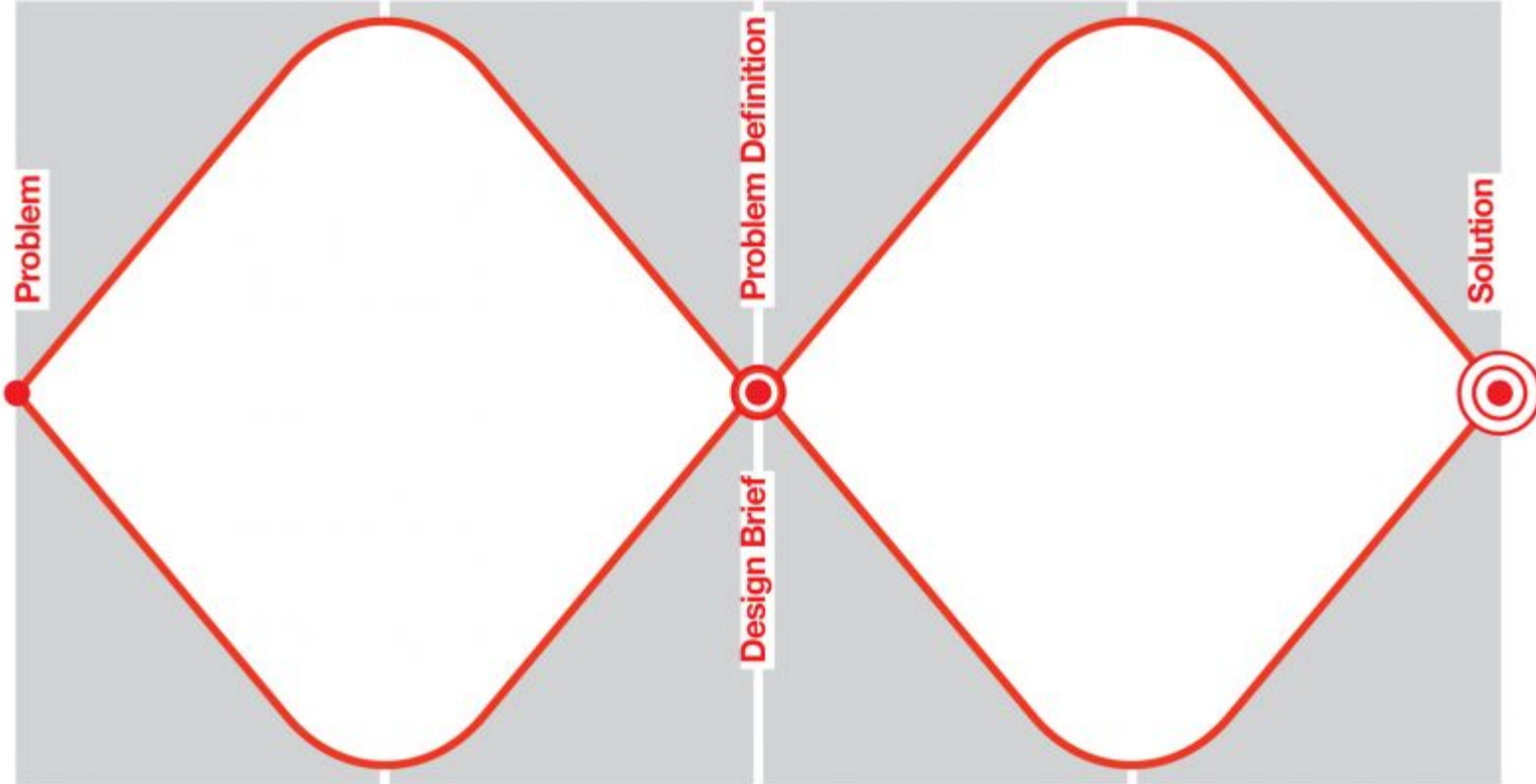


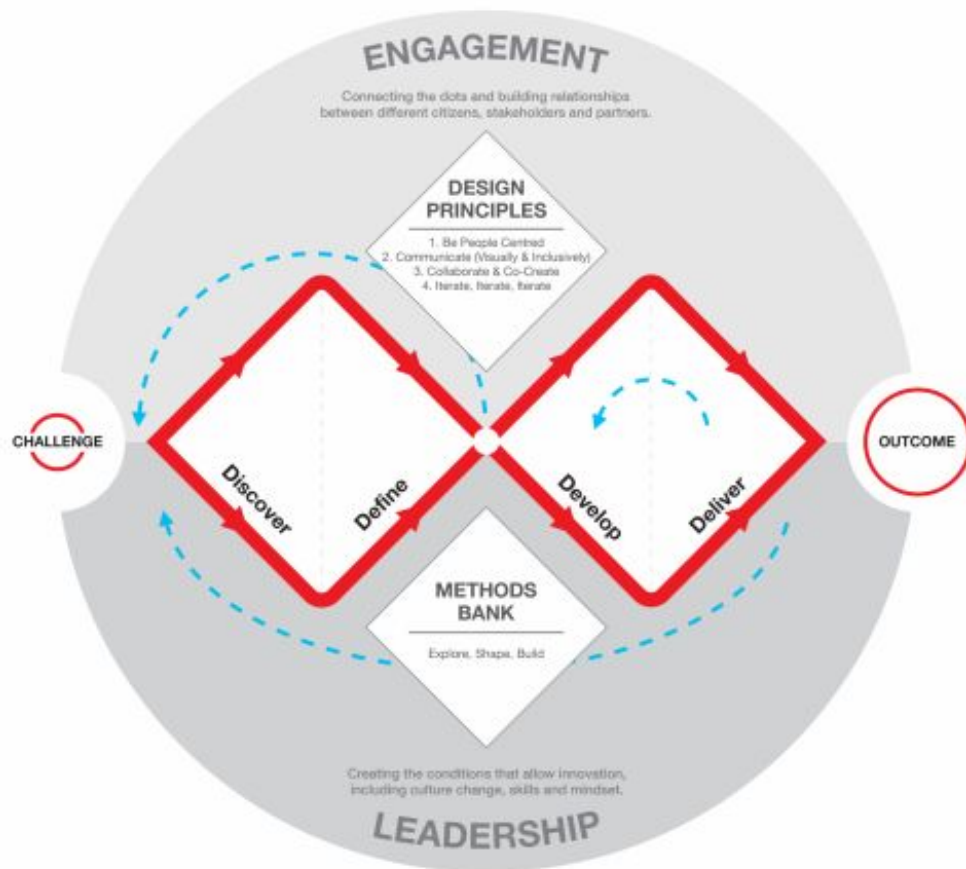
Discover
insight into the problem

Define
the area to focus upon

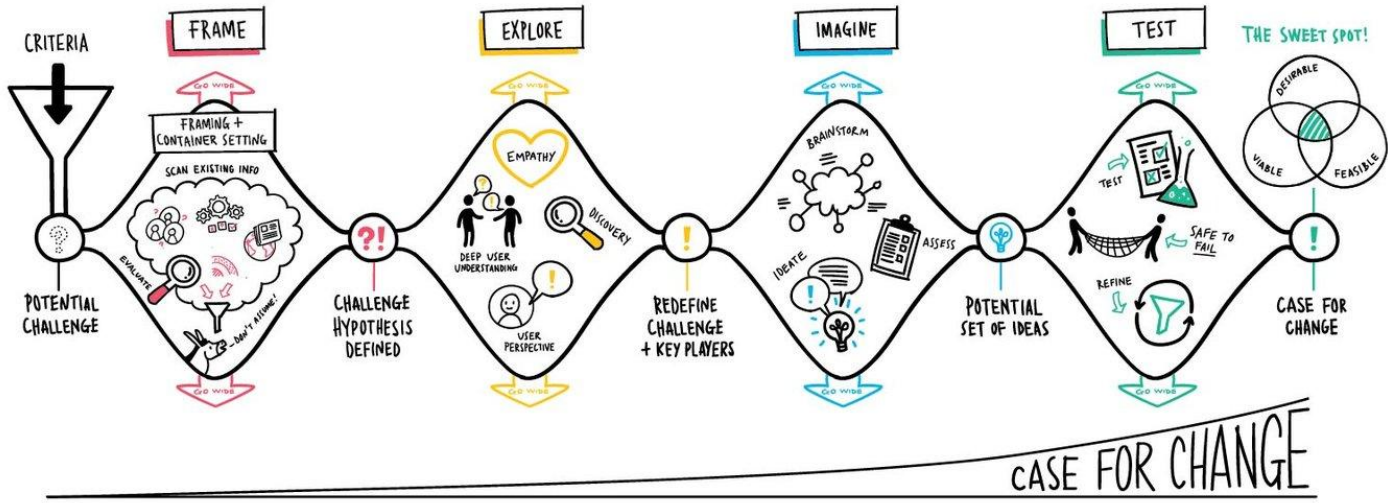
Develop
potential solutions

Deliver
solutions that work





OUR HUMAN CENTRED (CO-DESIGN) APPROACH



The Southern Initiative



Whānau centric principles



Manaakitanga

Hosting whānau in a way that empowers them, and removes any barriers to participation.

Whanaungatanga

Establishing meaningful relationships in culturally appropriate ways.
Engaging whānau in a way which builds trust.

Tino Rangatiratanga

Whānau has the autonomy to decide how and when they will participate. Co-decide as well as co-design.

Mana

Whānau are the experts in their lives. Ensuring a balance of power.

Ako

Mutually reinforcing learning.

Co-design principles



Human-centred space



Create a neutral, creative, empowering space



Be user/whānau-centred rather than system-centred



Embrace ambiguity: we don't know the question let alone the answer

Humble, curious, empathic mind set



Beginner's mindset: humility not expertise, suspend judgment



Empathy: immerse, observe engage, ask why



Seek to understand drivers and emotions beneath the surface

Radical collaboration



Seek and harness a diverse range of skills and experiences



Partnership: Design 'with' not 'for'



Start with lived experience



Redefine the question to reflect diverse perspectives, then work together to generate multiple ideas

Iterative learning



Build capability in partners as well as learning from them



Bias towards action; learn by doing



Use the power of duos and groups



Build to think - harness kinaesthetic skills



Iterate and test in multiple rounds of empathy using tangible prototypes

In practice



Creating the space

- Create safe spaces - physical, emotional, spiritual, cultural
- Provide respite from toxic stress *i.e. a calm space away from worries with all immediate needs catered for*
- Reduce whānau-defined barriers to participation *e.g. enabling tamariki to attend, within school hours*
- Avoid trauma triggers *e.g. institutional settings and symbols*



Relationship and nurture

- Invite people in a way that shows that they are valued
- Never judge
- Practice deep empathy *i.e. listening, accepting*
- Show respect
- Establish genuine, consistent and caring connections *e.g. same people each time, real relationships*



Flipping assumptions and sharing power

Demonstrate that whānau are:

- An asset not a problem
- Partners not subjects or recipients
- Co-deciders and co-producers not just co-designers
- The experts in their own lives not the beneficiaries of experts' knowledge/advice
- Professionals share power and act as conduits, partners, container builders, coaches and learners.



Intentional skill building

- Deploy skillful coaching and deliberate confidence and skill building
- Provide 'biodegradable' support that fosters independence not dependence
- Allow people to be reflective and to build self-awareness
- Provide the conditions and container for peer-to-peer learning
- Create opportunities for learning through doing



How does one start with Whānau-centric Design?

Angie Tangere, The Southern Initiative

What mindsets do we need?

These [mindsets](#) were developed in response to what we were noticing about an increasing focus on methods and tools within co-design and social innovation practice, and a lack of emphasis on the ways of thinking or being required for this way of working to be truly transformative.

The following mindsets for social innovation were developed by Innovate Change prior to its merge with Innovation Unit.



What mindsets do we need?

Our experience tells us the following mindsets are necessary to using social innovation as a way of building social connectedness:



Whaowhia te kete mātauranga, Curiosity – being ‘radically open’; not being burdened by expertise. [Read more](#)



Ako - Mā tini mā mano ka rapa te whai, Learning by doing – social innovators have a preference to learn through action and use prototypes as ways to take action early, get feedback and to improve our ideas. [Read more](#)



Kia noho tau i te rangirua, Being in the grey – being comfortable with ambiguity, not being sure, predictable, not knowing what comes next, and not necessarily having a clear plan or solution(s). [Read more](#)



Rangatiratanga - He aha te mea nui o te ao, he tangata, he tangata, he tangata, People are the experts – people know their lives better than anyone else; we privilege them and their views and value participatory approaches. [Read more](#)



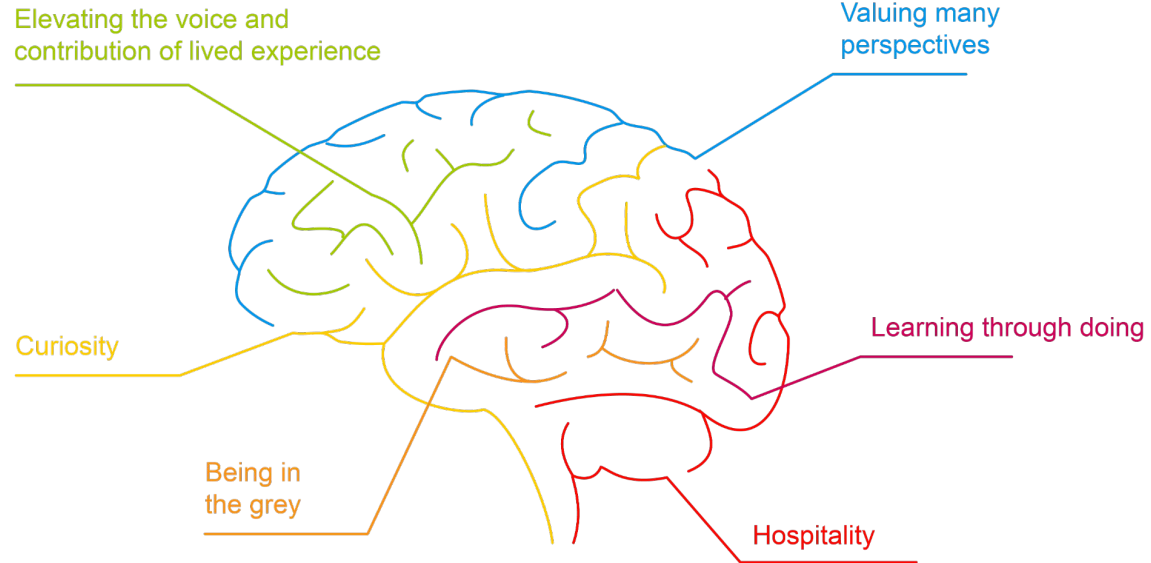
Ahakoā nga heke, he hāneanea te haere, Comfort with the prospect of failure – social innovators are not afraid of failure, they cherish the learning opportunities failure brings. [Read more](#)

Co-Design Mindsets

Mindsets for Co-design

A mindset is a way of being and thinking rather than a tool or method.

www.beyondstickynotes.com



EXERCISE & REFLECTION

(In pairs / breakout rooms)

EXERCISE 1:

Reflecting on mindsets

Exercise (5-10mins: [Miro](#))

In breakout rooms, please reflect & discuss:

- 1) Tell a story, of one of these mindsets in action
(Doesn't have to be work related)
- 2) Which mindset you want to cultivate more of?
- 3) Anything else you're noticing / reflecting on?

RE: Equity & Co-Design - We need to bring our whole selves!

BREAKOUT ROOMS

(5-10 mins)

PLEASE SHARE

(Pop your hand up AND/OR unmute yourself)

Co-Design

Process & Planning

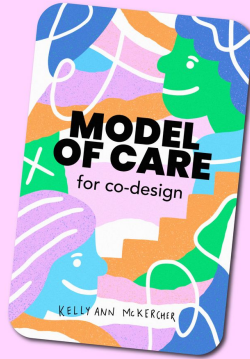
Capability & Conditions



Beyond Sticky Notes



Model of Care



The Model of Care for Co-design describes how to support people during co-design – in two parts:

Part One: Before togetherness

Part Two: Together and beyond

Creating safety requires more care and hospitality from people who design and run co-design initiatives. People with lived experience do not have to change to suit us professionals.

Slow down to create safety



Together and beyond

SEEK ON-GOING FEEDBACK

Inexperienced facilitators often take silence as agreement and move ahead when there is unfinished business, confusion or contempt.



Before togetherness

OFFER GENUINE INVITATIONS

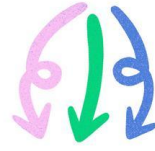
Focus on what people can contribute. Look beyond the usual suspects and in unusual places. Invite people to share their strengths first.



Before togetherness

BUILD RELATIONSHIPS

If you don't have time to build relationships, you don't have time for co-design.



Before togetherness

ASSESS THE FIT

Determine if the work you want to do is needed, if it will add value to the lives of people with lived experience, and if you should lead it.



Before togetherness

RECRUIT WISELY

Carefully select professionals to work alongside people with lived experience.



Together and beyond

HAVE COURAGEOUS CONVERSATIONS

If conveners don't speak up when someone is harmed, they are complicit in that harm.

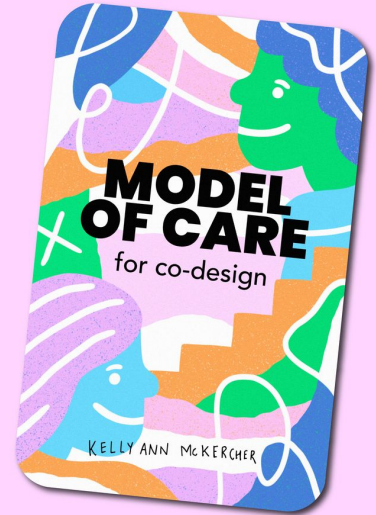
Is co-design needed?

- What has already been done?
- Will this new work add value, or fatigue?
- Will this work increase or reduce people's power and dignity?
- What's the history of the context according to the people within it?
- How do they talk about their past, present and future?
- What's happening now in that context? Is this the right time?



Do I (Does Your Org) need to lead co-design?

- Who am I to the people I want to work with?
- Who would we be together?
- Are there likely to be significant power differentials?
- Am I relatable to the people I would be working with?
- Do they see me as trustworthy or capable of earning trust?
- Am I the right person to be leading this work?



IF YES...

(move to mindset and methods)

IF NO...

(don't do co-design, or find someone else to lead)

Capability & conditions for Co-Design

For co-design to be most effective, teams need to work on capabilities and conditions across four areas:



Stream 1.

How we work with people, whānau & stakeholders

How are whānau and other stakeholders involved in design and delivery of outcomes?

Are we:

Working together with people, whānau and families in culturally grounded ways to develop new capacities and practices

Removing barriers to participation and creating safe and brave spaces

Involving whānau as participants or leaders in defining, designing, testing and delivery of initiatives that meet shared outcomes

Supporting mutual learning across the system and facilitating new kinds of connections and outcomes

Sharing power and influence and positioning whānau as experts and assets

Balancing and managing the ethics of participation

Auckland Co-Design Lab



Stream 2.

How we design & innovate

How do we apply design and evaluative approaches to identify, iterate and embed responses and the capacities needed to deliver them?

Are we:

Applying different human-centred design approaches to understand and reframe issues

Working with lived experience alongside other forms of data and evidence

Working with both human and systems lenses

Developing creative responses that are locally appropriate and testing how they will work in practice

Using evaluative tools to capture learning, shape initiatives as they evolve and drive practice change

Testing and enabling different implementation approaches including whānau and community-led responses



Stream 3.

Our organisational integration & responsiveness

How do we manage responsively and work together to build our learning?

Are we:

Coordinating and sharing our learning and our resources within and across organisations

Building a culture of prototyping and inviting feedback

Monitoring and being responsive to the changing needs and experiences of whānau

Coordinating across groups and sectors to make best use of collective resources and strengths

Building partnerships and contributing to shared outcomes



Stream 4.

Our structural conditions

How do our structures, policies, funding, resourcing and measures enable participatory and whānau-led approaches?

Are we:

Providing leadership that fosters and puts value on collaboration and coordinated ways of working

Contracting and commissioning in ways that support emergent outcomes

Creating opportunities for teams to learn on the ground before committing to specific directions

Creating roles, policies and resources to support collaborative working and shared outcomes




Providing resourcing and funding for initiatives led by or important to whānau

Sharing power and decision-making with whānau

Able to connect and leverage knowledge developed on the ground into policy and decision-making

PROTOTYPE March 2018

Mapping our Co-Design capability and conditions: worksheet

	Undeveloped	Understanding	Developing	Mature	Leading	Action Plan
<p>1. Working with people and whānau</p> <p>How are whānau and other stakeholders involved in design and delivery of outcomes?</p> 						
<p>2. Design and innovation</p> <p>How do we apply design and evaluative approaches to identify, iterate and embed responses and the capacities needed to deliver them?</p> 						
<p>3. Organisational integration and responsiveness</p> <p>How do we manage responsively and work together to build our learning?</p> 						
<p>4. Our structural conditions</p> <p>How do our structures, policies, funding, resourcing and measures enable participatory and whānau-led approaches?</p> 						

EXERCISE & REFLECTION

(Individual exercise + Group reflection)

EXERCISE 2:

Mapping co-design capability & conditions

Exercise (5-10mins: [Miro](#))

Please reflect & discuss:

- Where you would map yourself in relation to these capabilities / conditions ?
- Where you would map your community organisation?

Any additional thoughts / reflections?

PLEASE SHARE

(Pop your hand up AND/OR unmute yourself)

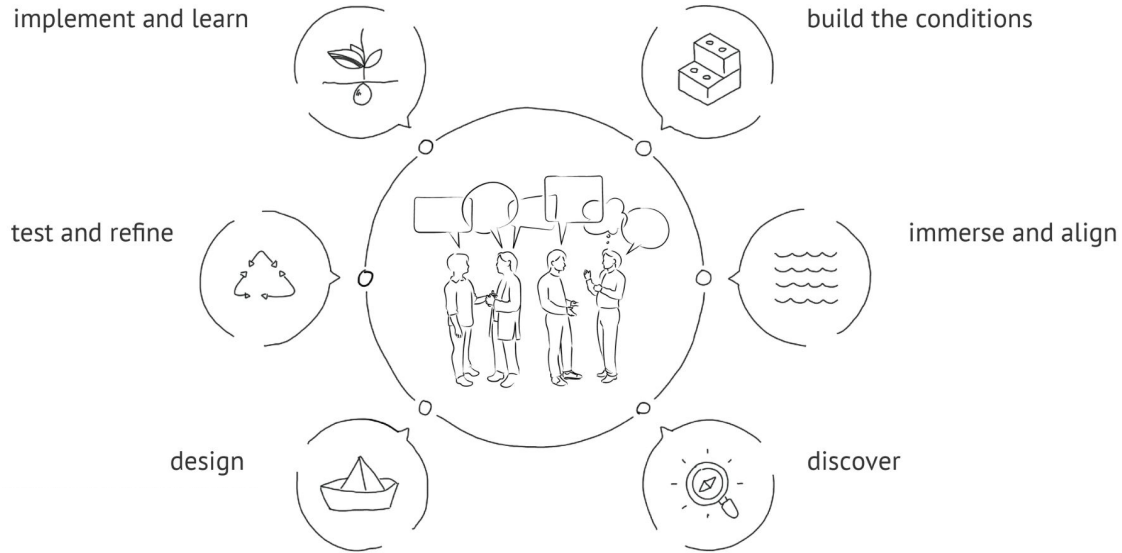
BREAKOUT ROOM

(5-10 mins)

**Interested in
learning more?**

Co-Design Process

co-design process



HOMEWORK
EXERCISE & REFLECTION
(In your organisation)

HOMEWORK

Co-design planning & methods

Exercise (Allow 30-60mins: [Miro](#))

Please read, reflect & discuss:

- Anything resonate with you here?
- Anything missing? You would add here?
- Anything else?

Resources & Reference Links

- [Innovation Unit: https://www.innovationunit.org/thoughts/mindsets-for-social-innovation/](https://www.innovationunit.org/thoughts/mindsets-for-social-innovation/)
- [Innovate Change: https://www.innovatechange.co.nz/how-we-work#our-mindsets](https://www.innovatechange.co.nz/how-we-work#our-mindsets)
- [Auckland Co-Design Lab: https://www.aucklandco-lab.nz/resources](https://www.aucklandco-lab.nz/resources)
- [Beyond Sticky Notes: https://www.beyondstickynotes.com/](https://www.beyondstickynotes.com/)
- [TACSI: https://tacsi.org.au/unpacking-co-design/](https://tacsi.org.au/unpacking-co-design/)
- [Stanford D. School: https://dschool.stanford.edu/resources/dschool-starter-kit](https://dschool.stanford.edu/resources/dschool-starter-kit)
- [Health Co-Design Tools: https://www.healthcodesign.org.nz/](https://www.healthcodesign.org.nz/)
- [Service Design Tools: https://servicedesigntools.org/tools](https://servicedesigntools.org/tools)
- [WACOSS Co-Design Toolkit:
https://wacoss.org.au/wp-content/uploads/2017/07/co-design-toolkit-combined-2-1.pdf](https://wacoss.org.au/wp-content/uploads/2017/07/co-design-toolkit-combined-2-1.pdf)
- [FSG Waters of Systems Change: https://www.fsg.org/publications/water_of_systems_change](https://www.fsg.org/publications/water_of_systems_change)
- [Emma Blomkamp's Co-Design Co: https://www.emmablomkamp.com/codesignco](https://www.emmablomkamp.com/codesignco)

Co-Design Case Studies

THANKS FOR COJAMMING WITH US!



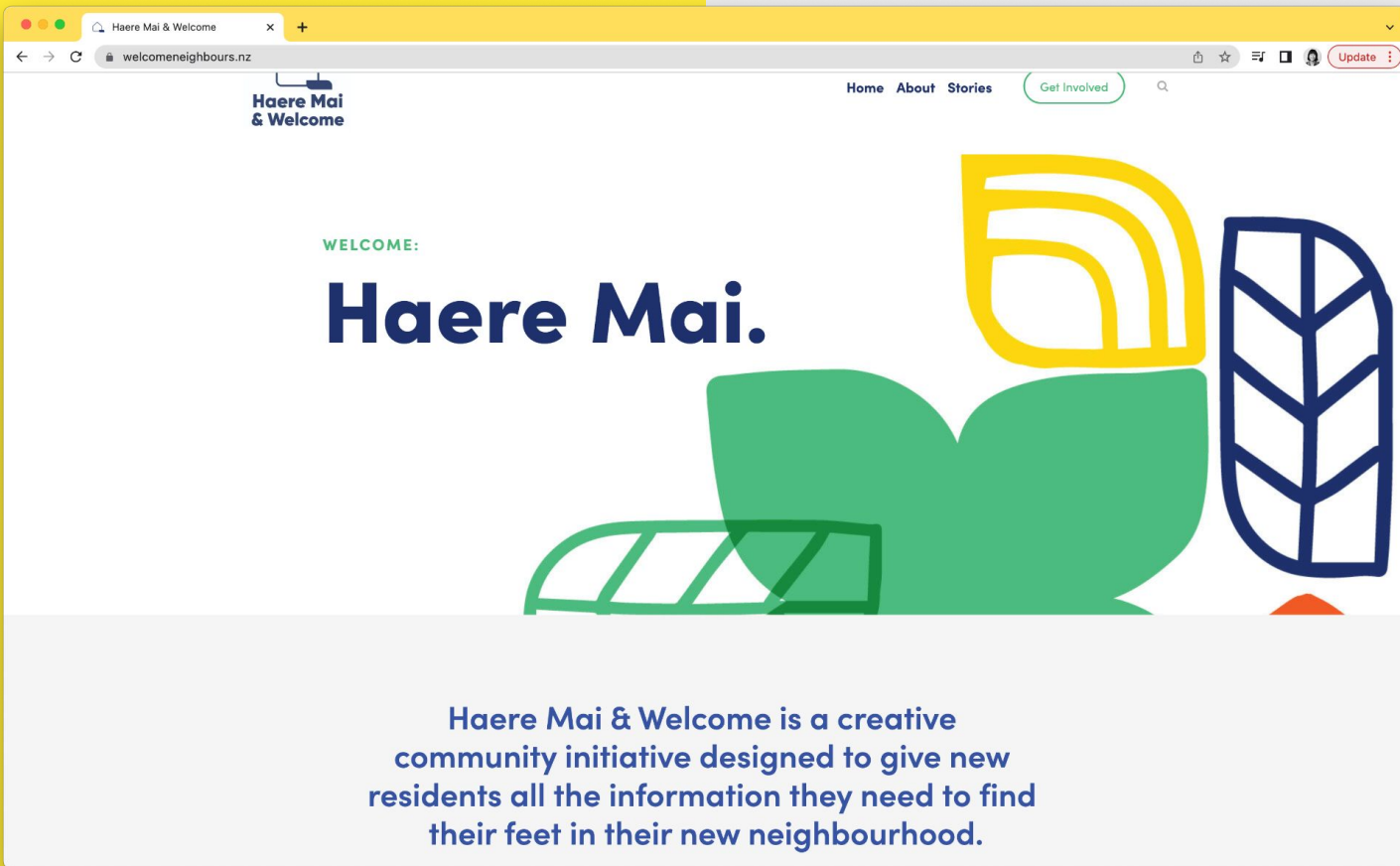
CoJam

48hrs to co-design 'belonging' in our superdiverse world... Be part of a 2-day jam* to connect, co-create ideas and co-imagine solutions for a more inclusive and diverse Aotearoa, New Zealand.

Meet young changemakers, learn about creative problem-solving skills and collaborate with our former refugee & resettlement communities.

<https://www.cojam.nz/>





WELCOME:

Haere Mai.

Haere Mai & Welcome is a creative community initiative designed to give new residents all the information they need to find their feet in their new neighbourhood.

Haere Mai & Welcome

Haere Mai & Welcome is a creative community initiative designed to give new residents all the information they need to find their feet in their new neighbourhood.

<https://www.welcomeneighbours.nz/>





Refugee & Migrant Youth Voice Project

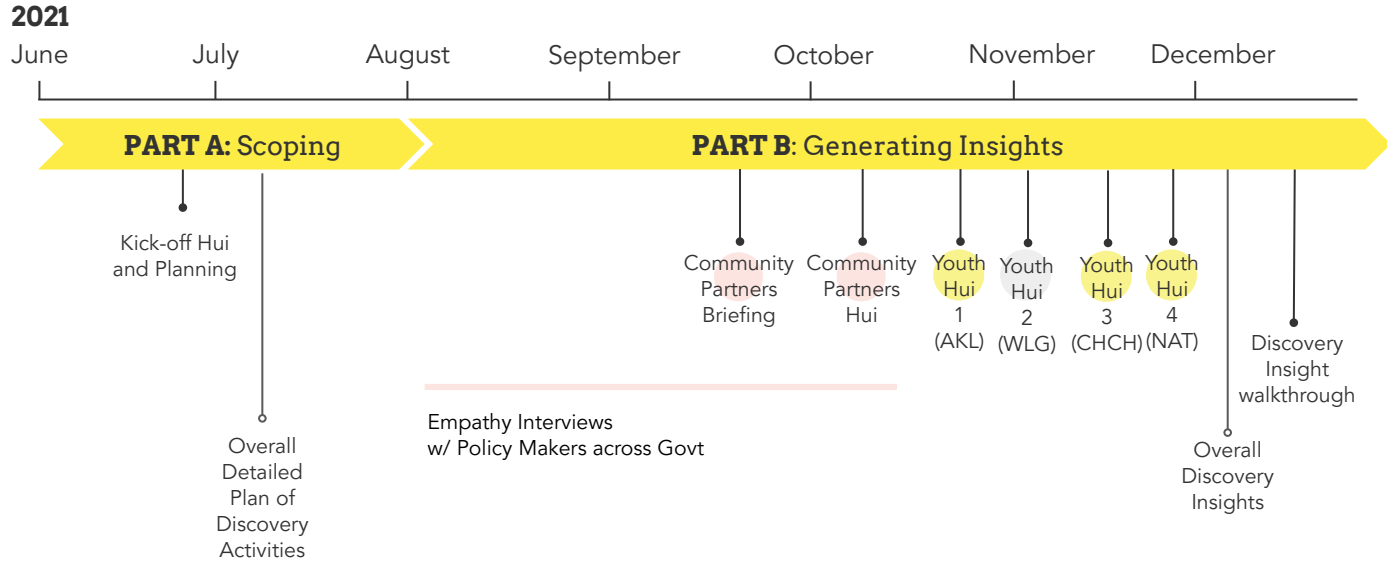
Proposal for University of Auckland & MYD
June 2021 (v2)



New solutions
for thriving societies

The Ministry of Youth Development (MYD) - Te Manatū Whakahiato Taiohi is supporting the development of a Refugee and Migrant youth voice framework, inclusive of practical tools and resources.

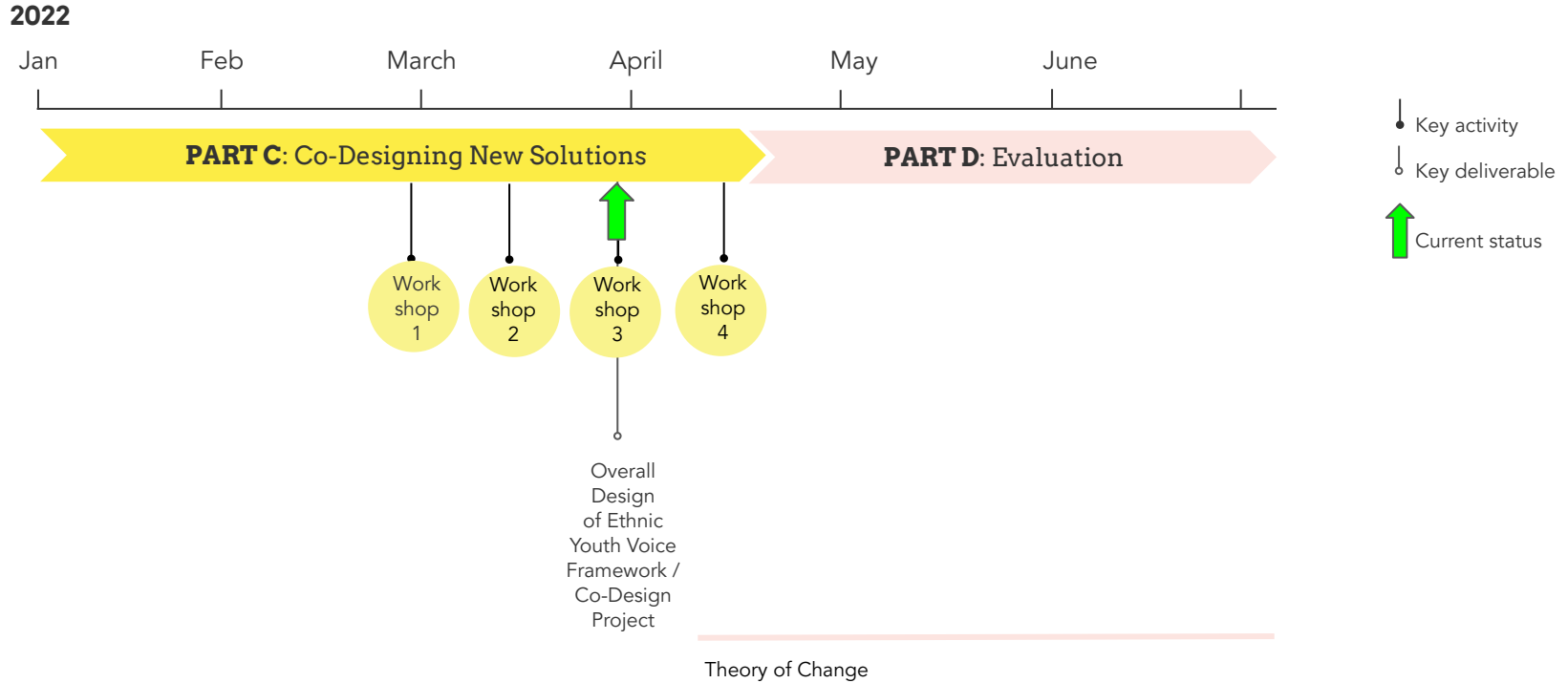
Overall approach



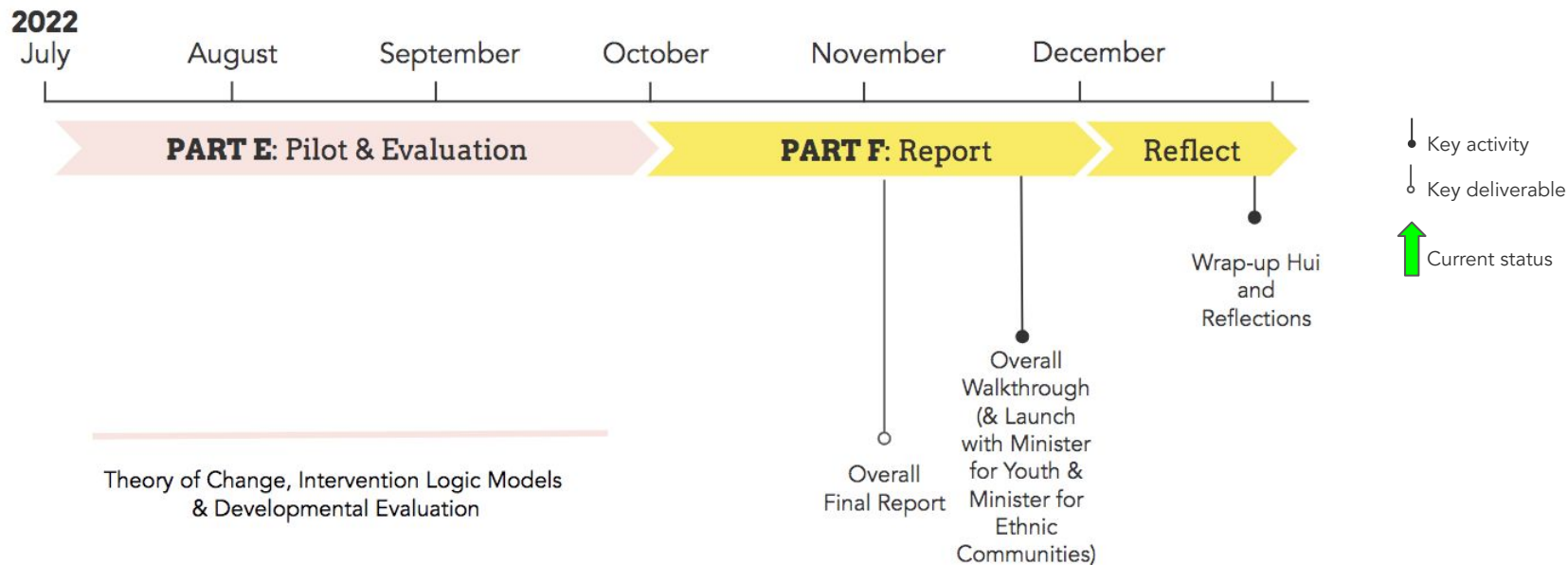
● Key activity

○ Key deliverable

Overall approach



Overall approach



Overall Insights Summary

Discovery Walkthrough ([VIDEO](#))

#1



Insight #01
Ethnic Young People are brimming with the desire to create change

#2



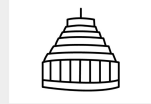
Insight #02
Ethnic Young People's Voices are not prioritised

#3



Insight #03
Community Engagement process is flawed

#4



Insight #04
Central government policy making process is convoluted

#5



Insight #05
Building meaningful allyship is vital

#6



Insight #06
Alternative pathways to creating change are necessary

#7



Insight #07
Ethnic Policy makers in government feel that ethnic related concerns are not prioritised

#8



Insight #08
Ethnic young people are exhausted

Overall Empathy Scenarios

SCENARIO #01

The monkey and the fish
can't take the same test.



SCENARIO #02

The crying baby gets the milk.



SCENARIO #03

We are not that different



Overall HMW questions

#1

How might we...
create channels that allows for ethnic young people to contribute to policy making for Aotearoa?

#2

How might we...
ensure that young people understand the realities and limitations of the policy making process, so they do not become cynical and mistrusting when change is slow?

#3

How might we...
create mana-enriching experiences of allyship between ethnic young people, policy analysts, and community leaders, because people often burnout and need to be well supported to produce change?

#4

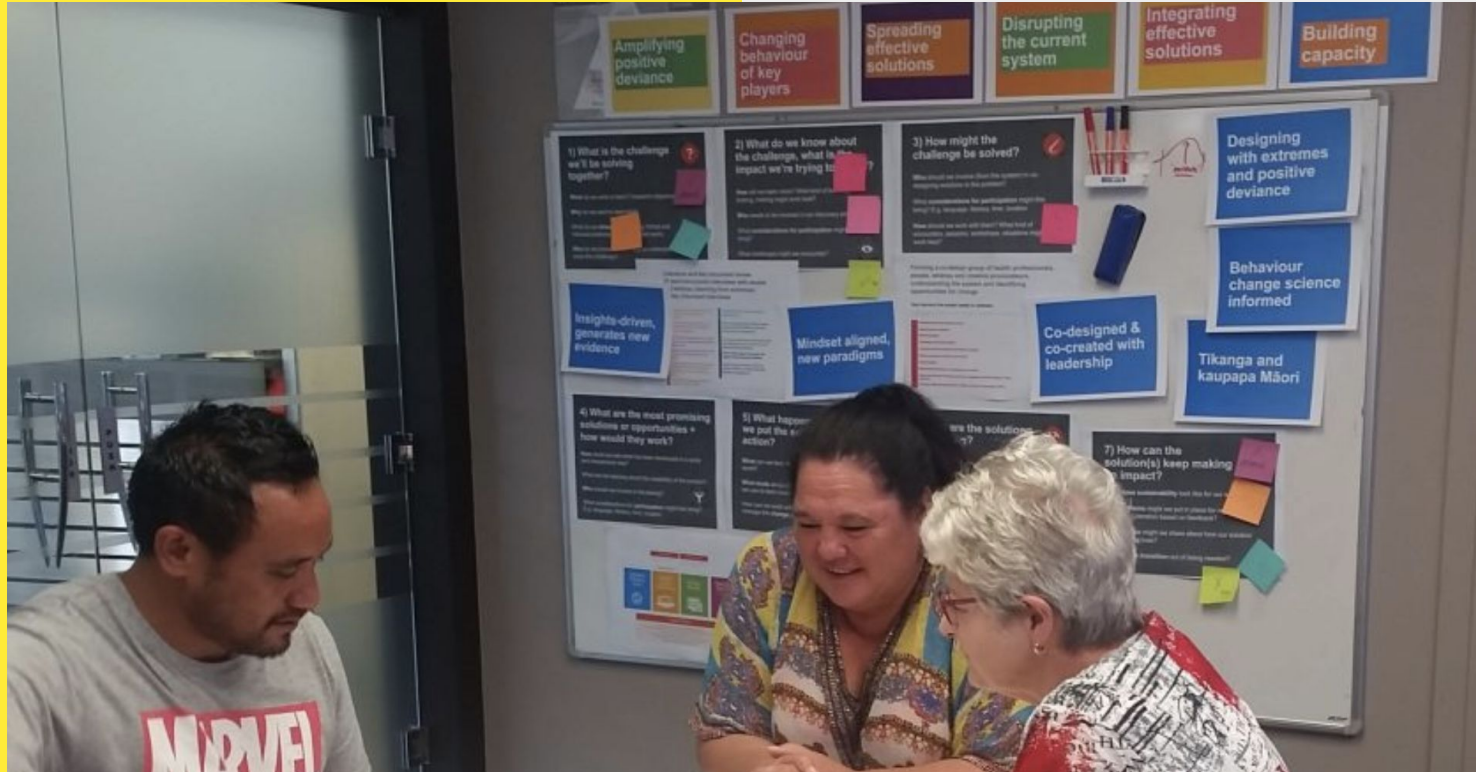
How might we...
bridge the reality gap between ethnic young people and policy makers about their diverse needs without tokenising or exhausting young people in the process?

#5

How might we...
support ethnic minority policy makers with the space and tools they need to effectively advocate for ethnic minority young people, as they are often leading this work.

#6

How might we...
provide a clear line of sight from community input to policy output?



Case Study #04

The Challenge

The rising tide of preventable chronic diseases like diabetes, cardiovascular disease and some cancers has adverse health, social and economic effects on families, communities and the health system.

The causes are complex and there is no single solution.

[Healthy Families NZ](#) is a whole of community approach that makes changes to the systems (such as workplaces, the education system, and community spaces) to support families and communities to eat well, be physically active, be smoke-free and remain free from alcohol-related harm.



HEALTHY FAMILIES NZ
WORKFORCE DEVELOPMENT

Nationwide
social innovation
capability building

WITH MINISTRY OF HEALTH
AND HEALTHY FAMILIES NZ
ACROSS AOTEAROA

Case Study #04

The Approach

Since 2015, Innovation Unit has supported the Ministry of Health-funded Healthy Families NZ initiative, which takes a complex systems approach to preventing chronic disease.

This has included providing/facilitating:

- a series of training workshops to develop skills in social innovation, co-design, research and discovery skills, behaviour change, and systems change
- coaching to ten Healthy Families NZ teams across Aotearoa (including intensive capability building work with Healthy Families Far North, Manukau, Manurewa-Papakura, and Waitakere), so that teams could apply their knowledge in context.
- work at a national level to co-create a competency framework for systems change with the entire workforce.



Case Study #04

The Impact

- More than 100 workforce and community leaders involved across the country to co-create a competency framework for locally driven systems change
- Five major companies in South Auckland with high numbers of Māori and pacific shift workers are exploring [co-designed solutions to improve the wellbeing of shift workers and their families](#)
- The health and wellbeing of 1,000,000 New Zealanders potentially impacted through the Healthy Families NZ initiative
- Experience from a SLG perspective during COVID-19 lockdown & Systems Change in Action symposium



HEALTHY FAMILIES NZ
WORKFORCE DEVELOPMENT

Nationwide
social innovation
capability building

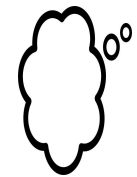
WITH MINISTRY OF HEALTH
AND HEALTHY FAMILIES NZ
ACROSS AOTEAROA

KIA ORA & THANK YOU!

(Any questions?)

FINAL REFLECTIONS

(I like, I wish, I wonder)



REFLECTIONS

I like...

I wish...

I wonder...

I will...

Karakia Whakamutunga (Closing)

Unuhia, unuhia

Draw on, draw on,

Unuhia ki te uru tapu nui

Draw on the supreme sacredness

Kia wātea, kia māmā,

To clear,

te ngākau, te tinana,

to free the heart, the body and

te wairua i te ara takatā

the spirit of mankind

Koia rā e Rongo, whakairia ake ki runga

Rongo, suspended high above us (i.e. in 'heaven')

Kia tina! TINA!

Draw together!

Hui e! TĀIKI E!

AFFIRM!

Kia ora & Thank you

Pātai / Any questions?

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