



Roses in the Ocean

stemming the tide of suicide

CO-DESIGNING WITH PEOPLE WITH LIVED EXPERIENCE

Roses in the Ocean's customized, lived experience informed co-design process.



We acknowledge the Australian Aboriginal and Torres Strait Islander peoples of this nation.

We acknowledge the Traditional Custodians of the lands on which we gather today.

We pay our respects to ancestors and Elders, past and present and emerging.

We are committed to honouring Australian Aboriginal and Torres Strait Islander people's unique cultural and spiritual relationship to the land, waters and seas and their rich contribution to society.





We acknowledge all with a lived experience of suicide - those who have experienced suicidal thoughts, made an attempt on their life, cared for loved ones through crisis, or been bereaved through suicide. We remember those we have lost to suicide.

We also acknowledge the contribution and the power of people with lived experience of suicide to inform, influence and enhance suicide prevention.



WHAT'S CO-DESIGN AND WHY DO IT?



What do we mean by 'co-design'?

- Process where a range of experts, including people with lived experience, collaborate to identify a problem and create a solution, typically a new service model.
- Core belief behind the co-design approach is that service users, as experts by experience, should play a central role in designing the services they use.
- Fundamentally 'iterative' process – the solutions generated in the designing phase are tested and evaluated with the original participants in an ongoing way.



Co-design values & principles.

- **Share power:** When differences in power are unacknowledged and unaddressed, the people with the most power have the most influence over decisions, regardless of the quality of their knowledge or ideas. To change that, we must share power in research, decision-making, design, delivery and evaluation. Without sharing power, there is no co-design.
- **Prioritise relationships:** Co-design isn't possible without relationships, social connection and trust among co-designers, funders and organisers of co-design initiatives. Trust between people paves the way for conversations where we confront the metaphorical elephant in the room (or a whole stampede of them, in some cases). You can't buy trust; it can only be earned – the better the social connection, the better the process and outputs.
- **Use participatory means:** Co-design provides many ways for people to take part and express themselves, for example, through visual, kinesthetic and oral approaches, instead of relying on writing, slideshows and long reports. Participatory approaches aren't about relaying information; they're about facilitating self-discovery and moving people from participants to active partners.
- **Build capability:** Many people require support and encouragement to adopt new ways of being and doing, learn from others, and have their voices heard. To support that, designers can move from 'expert' to coach. In co-design, everyone has something to teach and something to learn.

Source: McKercher, K.A. (2020) Beyond Sticky Notes. Co-Design For Real: Mindsets, Methods and Movements. Sydney: Beyond Sticky Notes.



Why do co-design?

- By having service users and staff involved in the design process, it is more likely that **barriers to implementation will be identified or clarified**, and solutions found before services are established.
- By bringing together a more diverse range of expertise to the design process, a **wider range of ideas are generated and more creatively explored**.
- Local co-design processes **foster cooperation and trust between community members and service providers** that have meaning and value well beyond any individual process or project.
- Encourages a sense of **collective ownership and genuine community 'buy-in' of local services**.
- When done well, the evidence shows that it's **more likely to produce services that are efficient, effective and sustainable**.



What happens when a co-design process isn't genuine.

- Intending to do genuine co-design and **not committing to its values and principles will further breach the trust of the people involved** (both professionals and people with lived experience) and create even more cynicism about the possibility of change.
- **Selling false hope to people that things will change can hurt and harm them**, particularly people who have lived with a sense of chronic hopelessness.
- If communities aren't meaningfully involved in the co-design of services, **services won't meet unique local/cultural needs and therefore won't be effective or sustainable**
- **Enormous amounts of time, money, energy, and goodwill will be wasted** in not doing this stuff properly the first time around.



What people with lived experience have told us about other co-design processes.

A lived experience participant said when reflecting on a previous co-design process, they felt “*swindled*” by not having the hard boundaries of the project communicated upfront.

A lived experience participant who had felt “*shut down and ignored*” by the health system was re-traumatised by having their expectations raised, then finding out the service model didn’t reflect the ideas generated through the designing phase.



Setting up for success: conditions for an effective co-design process.

- ✓ Commitment to the iterative nature of the process by commissioning agencies and service providers.
- ✓ A rich and diverse range of perspectives actively incorporated and supported do so in a meaningful way.
- ✓ Decision-makers and managers develop a genuine understanding of co-design and commits to its core principles.
- ✓ Decision-makers actively champion the approach.
- ✓ Clear, ongoing communication by commissioning agencies about the hard boundaries of the project upfront and as they emerge.
- ✓ Adequate resourcing (including paid participation) and support to build the capacity for people with lived experience to fully participate as equal partners.
- ✓ Co-design team has deep expertise in working with people with lived experience and sophisticated skills in managing complex power dynamics.



ROSES IN THE OCEAN'S CUSTOMISED CO-DESIGN PROCESS

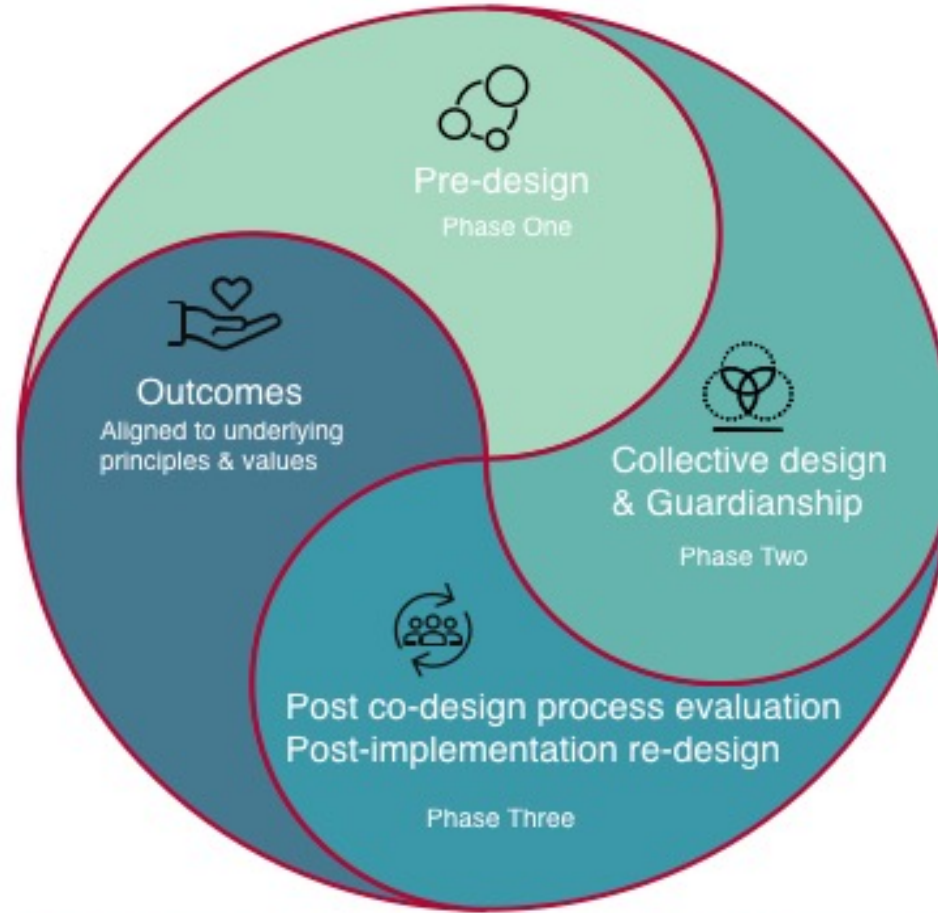


Our co-design approach.

Informed by best-practice approaches and customised through the development of a range of tools and resources that are specifically geared to co-designing with and for people with a lived experience of suicide.

Co-design Framework

Lived experience informed and designed



INTERNAL PROCESS EVALUATION & EXTERNAL EVALUATION OF OUTCOMES



Lived experience expertise engaged at all levels.

- Deep expertise in working with people with a lived experience of suicide and demonstrated capacity in enabling and ensuring the active and meaningful involvement of people with lived experience in systems change initiatives.
- Lived experience organisation with a co-design team that includes health and social services professionals who have relevant lived experience and extensive experience working in mental health and suicide prevention services in the community-managed and public health sectors.
- Lead facilitators have advanced skills-based knowledge of trauma-informed and recovery-oriented practice and a deep understanding of how to work effectively with marginalised individuals and groups, especially priority populations in the context of suicide prevention.



Co-design is a philosophy - not just a series of workshops

“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. Co-design seeks to *change that* through building new relationships, capability and capacity for boundless curiosity. It uses inclusive convening to share knowledge and power. “

– Kelly Ann McKercher, Beyond Sticky Notes:



Some useful references.

- Australian Healthcare and Hospitals Association and Consumers Health Forum of Australia. (2018) *Experience Based Co-design: Toolkit*. Canberra: Consumers Health Forum of Australia.
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- Patient experience and consumer engagement (2019) *A Guide to build Co-design Capability: Consumers and staff coming together to improve healthcare*. NSW Government, Agency for Clinical Innovation.
- Roper, C., Grey, F. & Cadogan, E. (2018) *Co-production: Putting principles into practice in mental health contexts*. Creative Commons.
- Social Care Institute for Excellence (2015) *Co-production in social care: What it is and how to do it*.
- Western Australia Council Of Social Services (WACOSS) (2017) *Co-design Toolkit*.

