

Design Station



A guide to collaborative design processes



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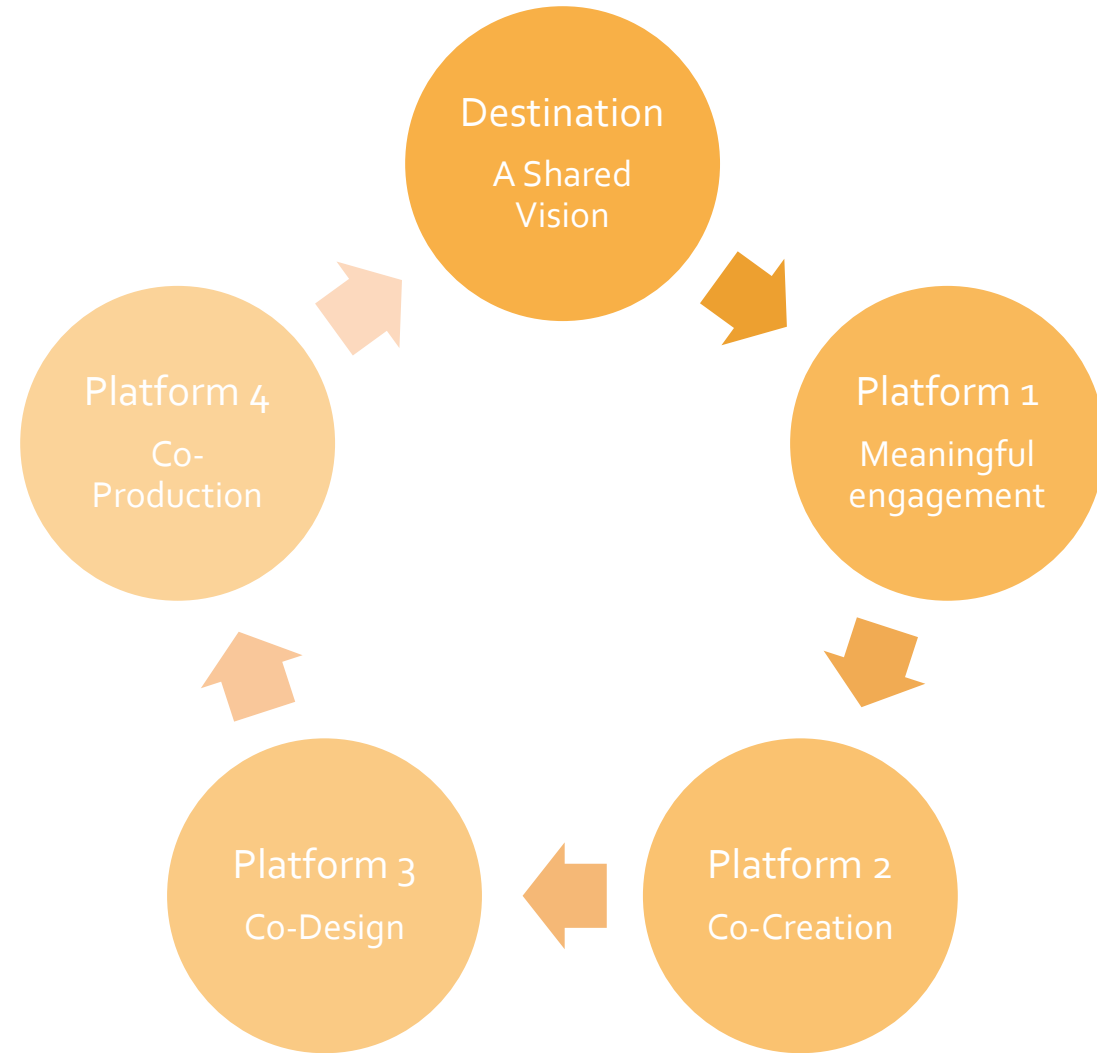


Design Station is a guide for mental health services, consumers, carers, families and other stakeholders to navigate their own journey in collaborative design. This is a journey that encompasses socially just processes that are inclusive, innovative, meaningful and sustainable.





Collaborative Design Platforms





Destination

Working in partnership towards a shared vision



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Destination: A collaborative mindset

Developing a collaborative design mindset: starts with a shared vision.

There are many ways to approach collaborative design, and each services' journey will look different.

Each service has it's own unique set of strengths and challenges. The people who make up a service – that is, staff, consumers, carers, families and other stakeholders - are also unique, with individual strengths, skills, experiences, knowledge, challenges and ideas.

Our aim is to provide a guide to *integrity of process* in collaborative design, ensuring socially just practice.



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Destination 1: Consumer and carer leadership

Consumer and carers should be given the opportunity to work in equal partnership with services.

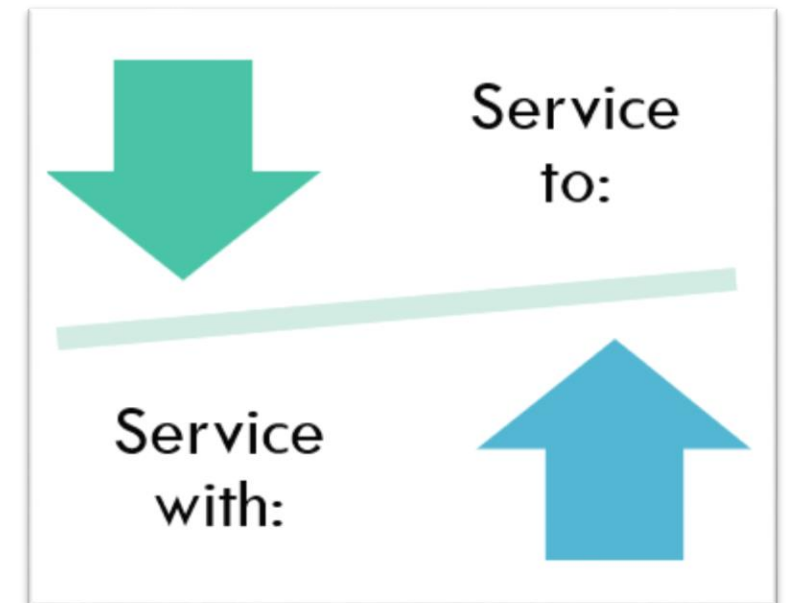
This requires services to practice deliberative democracy.

Shift away from a 'service to' to a 'service with' approach by:

- Ensure for inclusive processes
- Create opportunities for active citizenship
- Build capacity and support consumers and carers to participate in service design and facilitation processes.

Activity 1: Where is your service's current balance between *service to* and *service with* in regards to the inclusion of consumer and carer leaders?

Deliberative Democracy: the *service to* vs *service with* scale



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Destination 2: Service dominant logic

Service Dominant Logic

This is where services move from being a provider of 'goods dominant' services to facilitators of 'service dominant' services, driven by consumers, carers and families identifying what is of real-life value to them.

Activity 2: Have a go at reframing what your service *provides* to the value your service *facilitates*.

Example: Goods dominant > Service dominant



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Value-in-use: How do we know?

Value-in-use:

The value of a service is measured by how much it's 'real life' value is measured by the consumers, carers and their families that access the service.

Activity 3: Think of ways your service can create an opportunities to find out from consumers, carers and families how your service is valued based on these value indicators.

Value Indicators

Person centered
and strengths
based

Relationships that
are respectful and
have integrity

Enhances the
individuals quality
of life

People's
experiences are
acknowledged and
valued

People are
supported to self-
determine

People feel
included and
informed



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Starting a conversation hub: Congruence framing

What is Congruence Framing?

Specific questions centered around purpose, value, people, participation and sustainability that frame the theme of a conversation with the aim of exploring different perspectives and forming a collective understanding.

Activity 4: Try using this organisational congruence framing model to start off your conversation towards embedding a collaborative design mindset in your service.

Tool: Organisational Congruence Framing Model



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Real Life Service Snapshot

Supporting Leadership: Providing transport to supporting independence

Service To > Service With > Leadership

'Transport used to be something that was available and provided to consumers should they need to attend an appointment, or require being dropped off somewhere. Rather than providing transport for everything, staff members now provide transport training rather than using the site bus. Training and education about public transport is provided, staff may support the consumer the first couple of times, but consumers are also calling on the experience of other consumers, catching public transport together, or planning using bus/train timetables, and journey planners. Consumers who have never used public transport before are now going into the city on their own'.



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Meaningful Engagement

Building Trust and Rapport. Relationships with Integrity.



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Meaningful Engagement:

Building Trust and Rapport

- Building meaningful and mutual working partnerships that are reciprocal, focused on peoples strengths and the things that matter to them.
- When mental health professionals practice vulnerability it bridges the gap between 'them' and 'us'. Remember: everyone has mental health.

Mutuality



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Everyday Service Question



Staff: Will this impact on our professional boundaries?

Integrity

No. It is about engaging with people by intentionally taking the time to build trust and rapport, and make connections on a 'human' level.

Because we are all just people living under the same sun



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Everyday Service Question



When we talk about meaningful engagement, are we referring to engagement with consumers only?

Find time to build quality relationships with your work colleagues and other sector professionals.

Reciprocal relationships strengthens the sector and improves the quality of services.

**Because
together we
are stronger**



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Real Life Service Snapshot

Transparency: no notes about consumers, without consumers

Service With > Trust > Reciprocity

'We practice a 'nothing about me without me' mindset – building trust by not speaking about people without them. This took time to embed with staff and consumers, but once people become familiar with the process, and consumers found staff asking them 'what was happening' for them, and not already knowing or assuming they knew what was going on for individuals. We extended this mindset to 'no notes about me without me' by working collaboratively at the note recording process and system. Consumers writing their own notes which could be scanned on the system, or consumers communicating what they wanted to be written whilst in the room. This mindset has resulted in consumers being more trusting of the service, and open and honest with staff'.



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Real Life Service Snapshot

Bridging The Gap: Staff and Consumer
Personal Profiles:

Service To > Service With > Mutuality

'Using 'Personal Profiles' for staff members and consumers, learning and sharing of information. It is a great way to learn about each other, sharing what people like and admire about the person completing the profile, what's important to individuals, and how people can be supported well'.



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Co-Creation

Collective Meaning Making. Creating a Shared Vision



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Co-Creation: What is it?

Collective Meaning Making

Co-Creation is an inclusive and explorative platform for consumers, staff, carers, families and other stakeholders to work alongside each other to share experiences, highlight service gaps, bridge understanding, explore ideas, build trust and rapport.

It also enables people to be heard and to identify value-in-use, and for creating a shared vision together.

A Shared Vision for Positive Change



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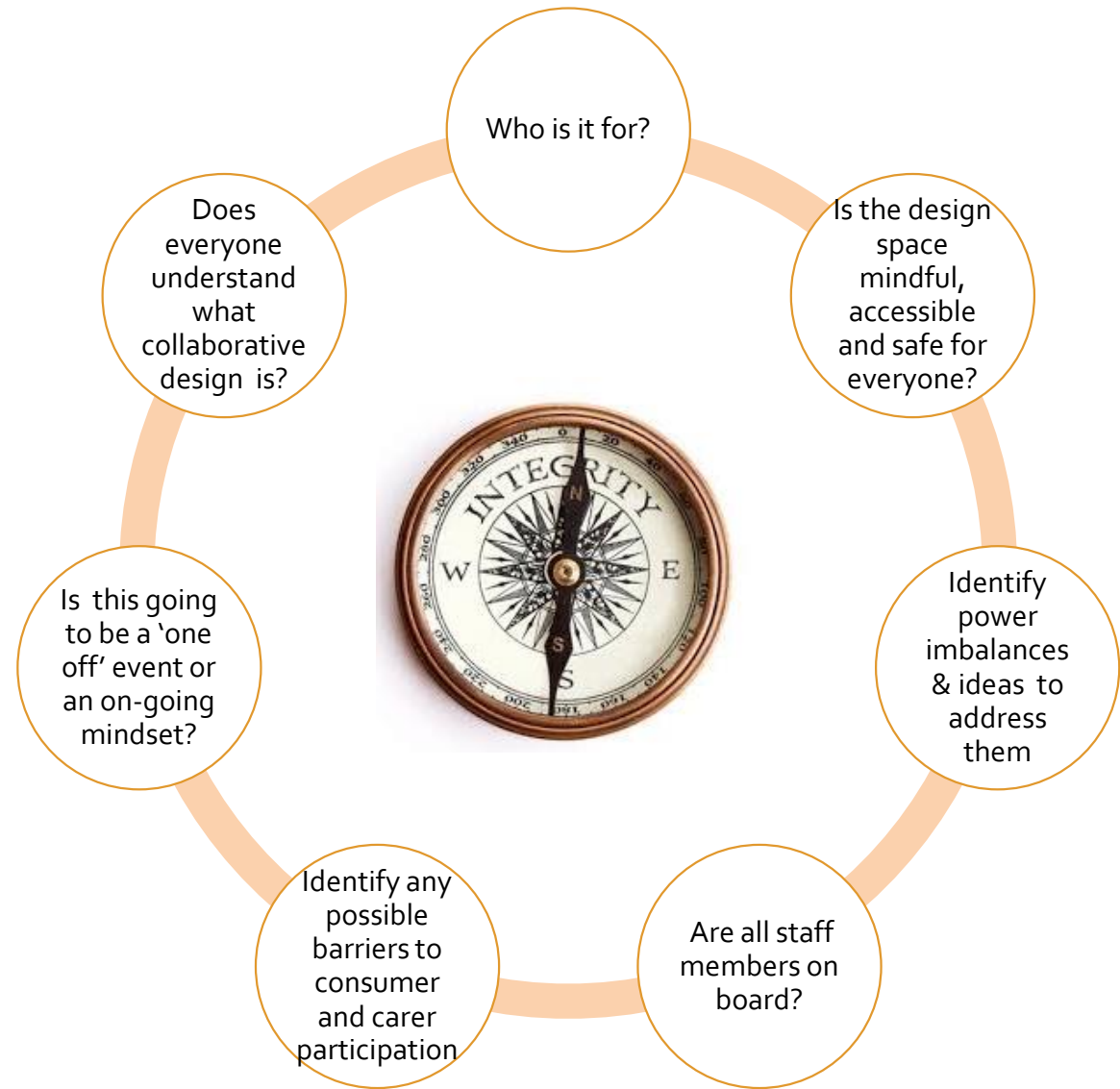
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Integrity Navigator: First check



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Fair Facilitation: What is it?

The Role of a Fair Facilitator

The role of a fair facilitator is to guide and mentor participants in the processes of participatory design. Fair facilitators use a range of design tools that ensure for unbiased, collaborative, innovative and socially just practices that are inclusive of everyone.



A Fair Facilitator in the Community Mental Health Sector

A fair facilitator will ensure that the principles of collaborative design are embedded in all design processes and outcomes. In the community mental health sector a fair facilitator will have an understanding of the Mental Health Act, Australian Standards for Mental Health and the Carers Recognition Act to ensure that solutions are aligned with best practice guidelines.



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Socially Just Processes: What are they?

Integrity of Process

- The term *integrity of process* involves a set of value characteristics that enable collaborative design to be facilitated fairly, inclusively and mindful of all participants.

Platform of mutuality

- A *platform of mutuality* is where people arrive at the design process as equals, where every participant's perspective, knowledge and experiences are acknowledged and valued.

Value Characteristics of Collaborative Design

Power –with	Transparency	Respectful
Collaborative, inclusive and innovative	Shared resources and information	Encourages self-determination
Strengths based and person centered	Equal access to the design process	Mindful of diversity and accepting of difference



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Everyday Service Question



Should we start in one area/service, or will we roll out across the whole of the organisation at once?

There are many ways to approach collaborative design. To find the best approach for your service create a platform to ask staff, consumers, carers, families and other stakeholders for their ideas.



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Everyday Service Questions



People wanted to know:
'what exactly was up for
discussion?'

Transparency:

Include participants by being
open to what they can expect
throughout all stages of the
collaborative design process.



A flyer is a good idea for
outlining the intention of the
process, the topic that will be
explored, and any questions
that may be presented. This
will help participants to feel
informed and prepared.



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Real Life Service Snapshot

Addressing Barriers: Reviewing Policies and Procedures

Service To > Service With

‘Staff have concerns about changing the way they were working and not having Policies and Procedures to support them with the changes, or they can act as barriers and should also be reviewed. We need to collaborate with all stakeholders on what would need to change about P&P to support changes’.

Sector Connect:

WA Mental Health Act, 2014

- **Principle 13: Provision of Information about rights**
- A mental health service must provide, and clearly explain, information about legal rights, including those relating to representation, advocacy, complaints procedures, services and access to personal information, in a way that will help people experiencing mental illness to understand, obtain assistance and uphold their rights

National Standards for Mental Health Services, 2010

- **Principle 3: Attitudes and rights**
- Listening to, learning from and acting upon communications from the individual and their carers about what is important to the individual.

Australian Human Rights Commission Act, 1986

- Article 19: Freedom of information, opinion and expression**
- Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers

WA Carers Recognition Act, 2004

- 1. Carers must be treated with respect and dignity.



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Co-Design

Collaborative Innovation. Shared Solutions.



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Co-Design: What is it?

Co-Design

Co-design is an inclusive, innovative and hands-on process which encourages active citizenship where consumers, carers and families work in equal partnership with services and other stakeholders.

Co-Design is about reciprocal relationships that enable people to share and self-determine through problem-solving and designing solutions for improving the 'everyday' facilitation of services, mutual goals, and achieving a shared vision for positive change.

Method: The use of generative design tools

- Some participants may have barriers to being able to express or articulate their needs, experiences, feelings or ideas. The use of diverse design tools enable inclusive and creative processes and encourages participants to:
- Explore subject matter
- Make collective decisions
- Make ideas visible and tangible
- Bridge communication barriers
- Inspire innovation
- Enable shared meaning making
- Create solutions together
- Express feelings



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Generative Design Tools

Thought Catchers



Strategically Placed Questions

Thought catchers are a good way to collect and include peoples thoughts and ideas for solutions at the 'real life' location of a proposed improvement or change.



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Generative Design Tools

Recycled Materials



Inspires Creativity and Innovation

Using recycled materials, such as cardboard boxes, plastic containers, polystyrene, egg cartons, etc can inspire creativity and innovation by encouraging participants to think about the alternative use of resources for exploring ideas, and to conceptualise designs for solutions.



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Generative Design Tools

Paper People



Mapping Who Is Where

Using paper people is a tangible way to represent staff, consumers, carers, families and other stakeholders (you can use varied colours to highlight different groups).

Uses:

- To identify sector connections
- Where people are included or have a role in service facilitation
- To show standpoints or collective decision making
- Where people would like to be included
- Task co-ordination: who will do what
- Identify current consumer/carer leaders and work place champions.



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Generative Design Tools

Pre-made labels and Pictures



Bridging Communication

Pre-made labels and pictures can assist in bridging communication barriers between participants and capture feelings and perspectives on a subject matter, highlighting differences and commonalities.



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Generative Design Tools

A Vision Board



A Collective Visual for Creating a Shared Understanding

A Vision boards enables participants to create a collective snapshot of a vision, that combines their ideas , feelings, hopes and perspectives on a specific subject matter.



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Generative Design Tools

Shared Story Wall



Collaborative Story Telling

A shared wall is a collaborative resource that:

- Maps people's ideas, feelings and perspectives on a specific topic
- Creates a story or running narrative
- Forms a timeline.

Participants can interact with the contributions of others by drawing or writing.



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Generative Design Tools

Tracing paper



Layering of Ideas

Tracing paper is a good resource for showing the extension and growth of ideas, or integrating one groups ideas to another's. Tracing paper is also good for designing new solutions over older concepts.



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Generative Design Tools

Lego or Building Blocks



Making Ideas and Designs Tangible

Lego or building blocks are a good 'non verbal' resource for bridging ideas and combining designs. It is also an adaptable resource for compromise that is easy to add to and take away from.



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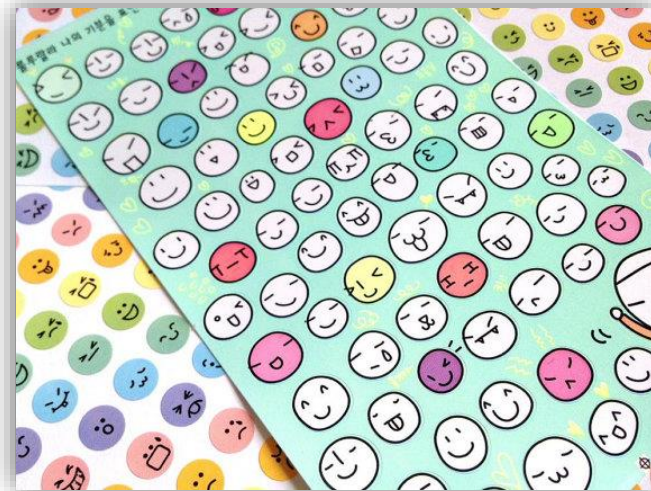
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Generative Design Tools

Expression Stickers



Peoples feelings are acknowledged

Expression stickers can assist participants to express how they feel about a specific topic or solution.

It can also be a good tool for capturing the mood of a group, and to enable the process to be safe for all participants.



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Generative Design Tools

Maps and Aerial Photos



A Visual Tool for Sharing and Planning

The use of maps or aerial photographs can be a visual resource for the sharing of local knowledge, history, experiences and feelings about a specific area or community.

It can also assist location planning for potential services where participants can share ideas for where a service or program may be best placed.



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Generative Design Tools

Strengths or Value Cards



Everyone has Something Valuable to Contribute

Strengths and value cards enable processes to be 'strengths based' by participants identifying what they bring to the design process.

This resource also highlights commonalities that encourage mutuality and builds rapport .



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Generative Design Tools

Digital or Polaroid Photos



Visual Recording of Processes

Digital or Polaroid photos enable processes to be recorded by participants in a way that is in 'real time' and is transparent.

This resource also captures the different stages of design and the use of tools.

Remember: Always ask participants permission before you take a photo of them.



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Everyday Service Question



Will all consumers and employees be involved in the process, or a few representatives for different groups?

It's always a good idea to have genuinely 'interested' participants, as well as the opportunity for people who are not as heard as others to contribute.

"Inclusion elevates all."

- Elaine Hall



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Everyday Service Question



What if the consumers don't have the capacity to be involved?

Everyone's contribution is of value. Use design tools that help to bridge any challenges people may have in understanding or communicating ideas



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Sector Connect:

WA Mental Health Act, 2014.

- **Principle 1: Attitude towards people experiencing mental illness**
- A mental health service must treat people experiencing mental illness with dignity, equality, courtesy and compassion and must not discriminate against or stigmatise them.

National Standards for Mental Health Services, 2010.

- **Standard 10: Delivery of care**
- **10.1.3** The mental health service recognizes the lived experience and supports personal resourcefulness, individuality, strengths and abilities.
- **10.1.5** The mental health service promotes the social inclusion of consumers and advocates for their rights of citizenship and freedom from discrimination.

Australian Human Rights Commission Act, 1986.

- **Empowerment**
- Everyone is entitled to claim and exercise their rights and freedoms. Individuals and communities need to be able to understand their rights, and to participate fully in the development of policy and practices which affect their lives.

WA Carers Recognition Act, 2004.

- 3. The views and needs of carers must be taken into account along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the roles of carers.



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Co-Production

Working Alongside in partnership. Supporting Leadership.



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Co-Production: What is it?

Co-Production

Co-Production is a way of working that is based on mutual and reciprocal partnerships that are centered on achieving shared goals.

Co-Production enables consumers, carers and families to move from being passive recipients of the services they receive to being active citizens who self-determine the services that are of value to them.

This way of 'working alongside' also supports consumers, carers and families to be partners in service design and facilitation alongside staff and other stakeholders.

Supporting consumer, carer and family leadership



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Everyday Service Question



If we build the capacity of the people being supported in programs and services, will employees be replaced or out of a job?

Reciprocal partnerships:

Carer and consumer leadership is not about replacing mental health professionals. It is about people working side by side, sharing knowledge, experience and ideas.



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Real Life Service Snapshot

Supporting Leadership: Role Playing

Service With > Leadership

'Role playing scenarios are used where consumers want to address an issue or raise something with their GP, case manager or maybe another consumer accessing the service. This has not only assisted to build confidence, but has also had a positive effect on consumer dynamics. Previously some people wouldn't want to leave their units, and are now engaging more with others. Groups are held in different units, the gardens, etc, so for those who felt uncomfortable about leaving their units have the opportunity to participate'.



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Real Life Service Snapshot

Facilitating an Open Information Workshop

Service With > Leadership

‘Information sessions on the Mental Health Act (particularly around Rights), has helped consumers and carers to improve on their knowledge, and through increased trust has empowered people to ask a range of questions about the service, their medication from clinical services, and other matters.

Developing trust in others had resulted in consumers and carers feeling comfortable about being more open, which also increased self-advocacy skills’.



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Sector Connect:

WA Mental Health Act, 2014.

- **Principle 5: Choice and self-determination**
- A mental health service must involve people in decision-making and encourage self-determination, cooperation and choice, including by recognising people's capacity to make their own decisions.

National Standards for Mental Health Services, 2010.

- **Principle 5: Partnership and communication**
- Acknowledging that each individual is an expert on their own life and that recovery involves working in partnership with individuals and their carers to provide support in a way that makes sense to them

Australian Human Rights Commission Act, 1986.

- **Participation**
- Everyone has the right to participate in decisions which affect their human rights. Participation must be active, free and meaningful, and give attention to issues of accessibility, including access to information in a form and a language which can be understood.

WA Carers Recognition Act, 2004.

- 2. The role of carers must be recognized by including carers in the assessment, planning, delivery and review of services that impact on them and the role of carers.



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