



CO-DESIGN FRAMEWORK

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Definitions

TERM	DESCRIPTION	REFERENCE
Lived experience	A person's own experience of living with disability or having a close relationship with someone living with disability e.g., a family member or partner.	Glossary NDIS
Mainstream services	The government systems providing services to the Australian public e.g., health, mental health, education, justice, housing, child protection and employment services.	Glossary NDIS
Community services	Activities and interests (not supplied by government groups), which are available to everyone in the community e.g., social, study and sporting interests.	Glossary NDIS
Co-design	Co-design is an inclusive, collaborative process where a diverse range of people with relevant skills, experience or interests come together to provide advice and make decisions. Meaningful co-design focuses on the engagement of people with lived experience of disability which extends beyond consultation. Co-design includes working with community or mainstream services, who represent and advocate for their community through their established networks of people with disability.	Feros Care
Guiding Principles	Guiding Principles are the overarching values that direct the behaviours of an organisation rather than the activities that are carried out.	Feros Care
Cohort	A cohort is a group of people who share a common set of demographic characteristics, or experiences, including but not limited to age. Usually, in cross-sectional studies, age confounds cohort effects.	Simply Psychology Cohort Study

INTRODUCTION

Who is Feros Care?

Feros Care is the Local Area Coordination partner for the National Disability Insurance Scheme (NDIS) in Townsville, Mackay, the ACT, Northern Adelaide, and the Barossa region. We support people with disability to live healthy, fulfilling, and connected lives. We do this not only by supporting individuals, but by working with our wider communities through our community engagements and projects.

What is Co-design?

Co-design is an inclusive, collaborative process where a diverse range of people with relevant skills, experience or interests come together to provide advice and make decisions.

Meaningful co-design focuses on the engagement of people with lived experience of disability which extends beyond consultation. It requires meaningful collaboration throughout each stage of the design process.

Co-design also involves working with community or mainstream services, who represent and advocate for their community through their established networks of people with disability.



Working towards Co-Design

Feros Care delivers many Community Capacity Building Projects nationally. In 2021 Feros Care began its development of a Co-design Framework to support the continual improvement of these projects through ongoing community involvement and guidance of key priority areas.

Feros Care is focused on empowering people to lead the change that they want to see and believe that people with disability are the experts in their own life. Through intentional engagements we are continually working with our community to help us better identify, design, and implement projects that are driven by people with disability for people with disability.

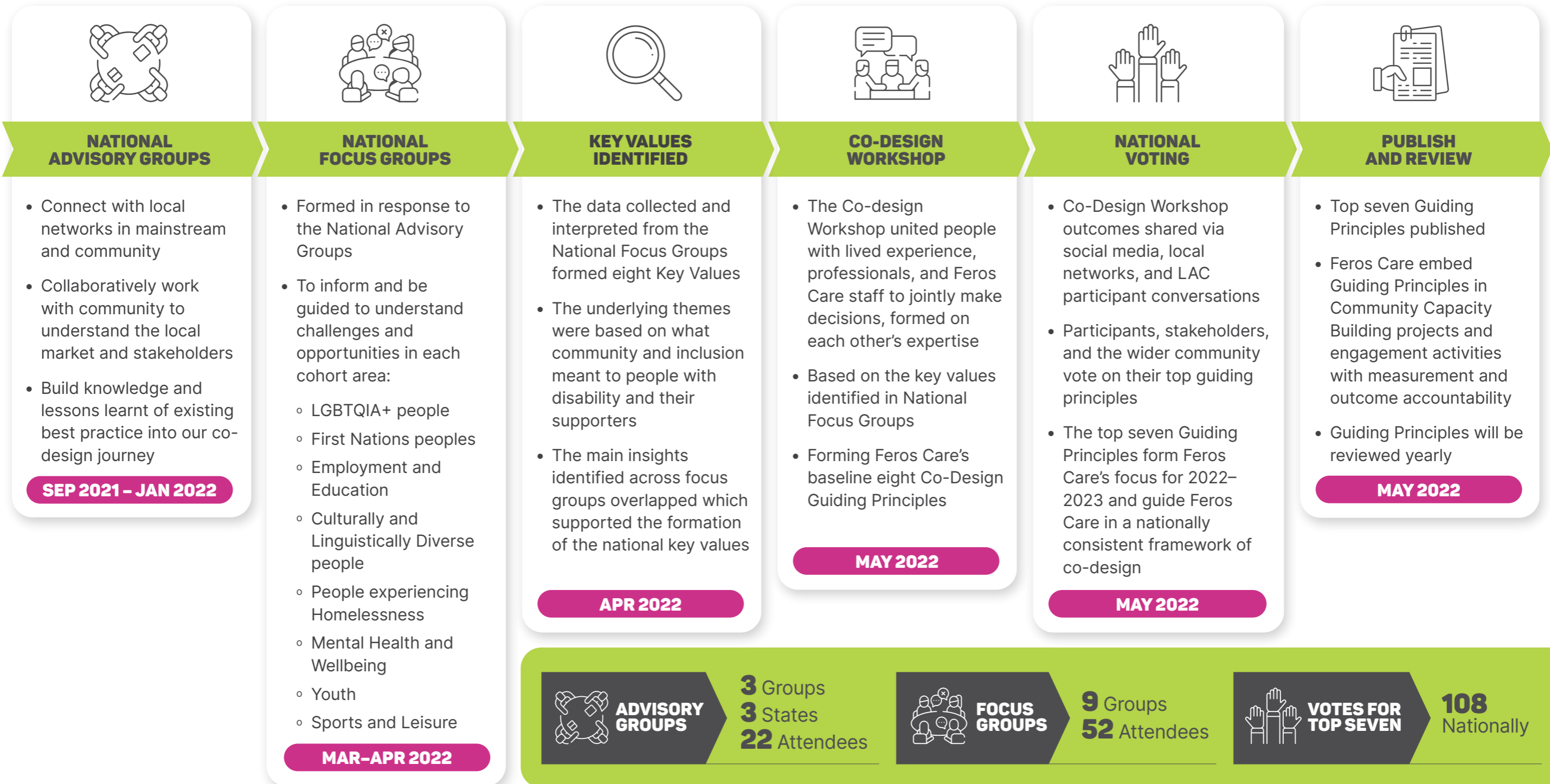
STAGE ONE: FORMING FOUNDATIONS AND CO-DESIGN GUIDING PRINCIPLES



Challenge: How can Feros Care work in co-design alongside its community?



Outcome: Co-designed Guiding Principles



ADVISORY GROUPS

3 Groups
3 States
22 Attendees

FOCUS GROUPS

9 Groups
52 Attendees

VOTES FOR TOP SEVEN

108 Nationally

CO-DESIGN GUIDING PRINCIPLES

In 2021, we began reviewing and refining our existing consultation process to formalise our Co-design Guiding Principles.

This process included forming national advisory groups and intensive focus groups with a wide range of people with disability from diverse groups.

We collated all the feedback and themes and convened a national workshop that united people with disability, professionals from the community and Feros Care staff to understand the top themes that came out of the national focus groups.

This has since formed our seven Co-design Guiding Principles, which ensure we continue to hear everyone's voice to create projects with the people they are meant for.

It's all part of our 'Nothing About Me, Without Me' approach, which ensures that a person with disability takes part in every conversation about their life, their services and support.

Our Vision:

The aim of these Seven Guiding Principles is to endorse the ideas of co-design to shape attitudes and decision making in our everyday operations. The guiding principles support a more diverse and inclusive working environment for our community, participants, and projects.



CO-DESIGN PRINCIPLES



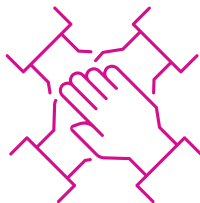
Accountability and Transparency

Feros Care will actively seek feedback and work in partnership with our participants and communities on creative and outcome focused solutions



Inclusive and Accessible design

Feros Care will be a leader in building all-inclusive practices alongside people of all abilities



Collaboration

Feros Care will embed in community to establish on-going partnerships and develop strong opportunities to work together



Safe Spaces and Safe People

Feros Care will continuously learn from our communities and educate our staff to nurture safe spaces



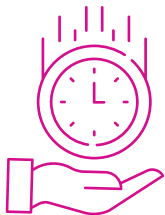
Circle of Support

Feros Care will work with people with disability, families, friends, and supporters to empower each to live their best life



Changing the Narrative

Feros Care will work on true visibility of disability to break down stigma and stereotypes

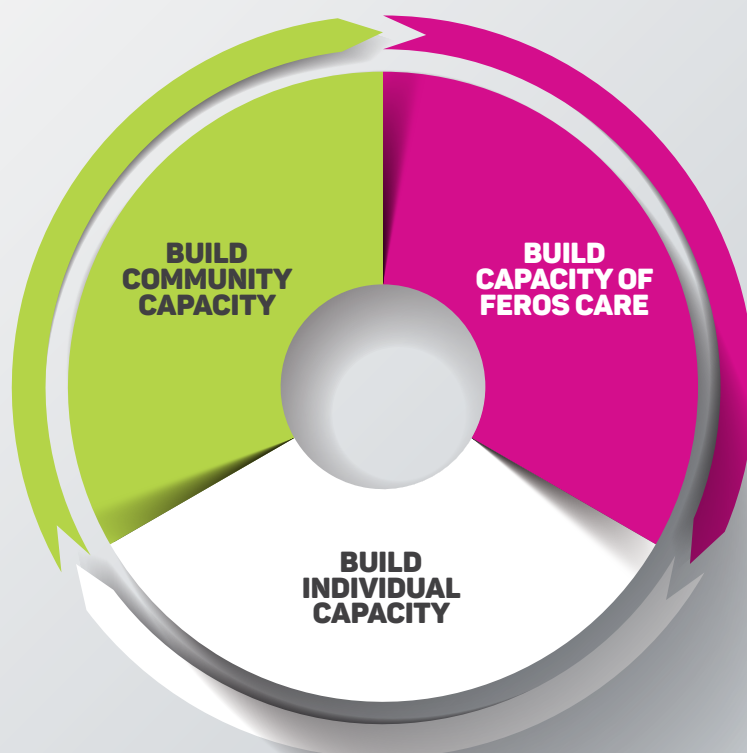


Investing Time

Feros Care will provide diverse models of engagement to ensure you have a platform to feel heard

CO-DESIGN: ENGAGEMENT STRATEGY

The Engagement Framework recognises the interconnectedness of the relationships within the three-layered model of collaboration to build the capacity of Feros Care, individuals and the community.



- **Feros Care** —being informed and guided to understand challenges and develop solutions through a collaborative approach. Ensuring transparency and accountability through the ongoing development of measurable outcomes, representative of the diverse needs of their clients.
- **Individuals** — Recognising the importance of lived experience and equal representation by raising up leaders within the disability community, to take direct positions of influence by providing a platform to grow and empower change.
- **Community** — work with community organisations and be a leader championing co-design as a best practice model to influence mainstream and wider community to support inclusion as standard practice, in partnership with people with disabilities and their supporters. Promoting beneficial business drivers of positive public reputation to support inclusive practices, and market to a wider customer base.

EMBEDDING CO-DESIGN AS A NATIONAL APPROACH

Feros Care works with individuals and community to embed co-design as a national approach across our service areas with Local Working Groups (LWG) being formed in each state with oversight of the National Advisory Collective (NAC).

LWGs meet quarterly, working alongside our teams as an all-inclusive approach to define sustainable inclusive practices, building inclusive, connected communities.

Key representatives from each of the state LWGs meet additionally (twice a year) to form the NAC, in order to provide collaborative oversight.



Grounded in the **Co-work Engagement Model**, LWG members provide informed skillsets through lived experience and professional knowledge, to support inclusion. This occurs through activities such as reviewing and developing good and best practices, policies and projects ensuring that they support the diverse needs and enhance the strengths of their community.

Co-work Engagement Model*

- CO-PLANNING**
 - making decisions about values, direction, ambition, resources and approach
- CO-DESIGN**
 - making decisions about the detailed form of an interaction, service or policy
- CO-DELIVERY**
 - supporting people with lived experience and professionals to collaborate to enable change for others
- CO-EVALUATE**
 - supporting participation in the evaluation of existing situations and development of recommendations for action
- CO-GOVERNANCE**
 - collaborative oversight, within the framework

*Adapted from the NDIS, Engagement Framework, 2022

CO-DESIGN LADDER OF PARTICIPATION

To support ongoing, meaningful co-design, we seek to continually learn from feedback across our engagements and align to evidence based frameworks of best practice.

The Co-design Ladder of Participation (Adapted from Arnstein's ladder, 1986) helps to achieve the level of involvement and shared collaboration across our engagements.

The Co-design ladder of Participation illustrates the different levels of collaborative involvement.

DOING TO

No input of result

DOING FOR

Some input through feedback and consultation

DOING WITH

Shared influence and collaboration to shape results

We use this as an evaluation method to understand the level of contributions stakeholders have across our engagements and shared power to determine the final outcomes.



CO-PRODUCING

Working together in equal partnership from initiation to delivery of an initiative with shared decision making for most to all decisions.

CO-DESIGNING

Working together in an equal partnership to influence the design or re-design of initiatives.

ENGAGING

Being involved and having the ability to influence some decisions.

CONSULTING

Able to provide feedback on select options or asked what your thoughts are around the initiative.

INFORMING

Being told the 'what and why' of the initiative with limited ability to provide feedback.

EDUCATING

Given a brief outline of purpose and benefits of an initiative discussed, with no feedback opportunities.

COERCING

Being told about the process without clarifying reasons or opportunity for feedback.

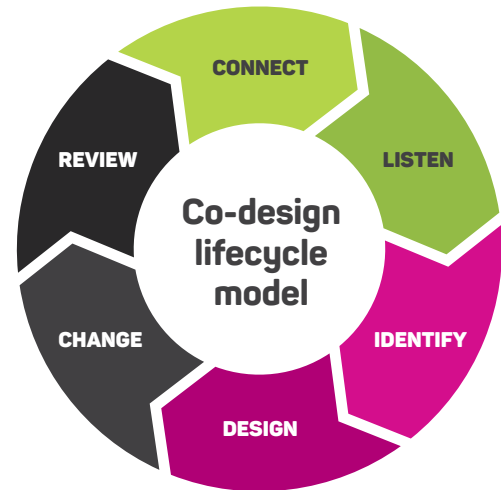
Ref: Co-Design Ladder of Participation - <https://www.businesslab.co.nz/tools/the-ladder-of-co-production>

CO-DESIGN PROCESS

The term 'design' in co-design means we need to create or re-create something together – otherwise its not co-design. It's Important to ensure stakeholder involvement across all four stages of the design process to ensure co-design has occurred.

The four stages are: Discover, Define, Develop and Deliver (Ref: Double Diamond approach of design).

Feros Care recognises co-design as a design process and a continuous lifecycle model. Being connected and engaged in listening to our community, to understand the place-based needs and opportunities, means we are best placed to work alongside our community in developing the right solutions with meaningful outcomes together.



Challenge

What is the identified challenge?

- ie under employment, social participation



Outcome

Sustainable purpose-built initiatives

- ie resources, community programs



Connect – With community stakeholders, organisations and individuals ensuring wide engagement across a diverse range of perspectives and cohorts areas

Listen – Take time to understand the challenge across multiple aspects and needs

Identify – Refine underlying values and opportunities to define key goal(s) for development

Design – Work with community stakeholders to develop possible solutions for initiative

Change – Decide on best solution and deliver the initiative(s)

Review – Continual engagement to review and ensure initiative(s) are delivering desired outcomes

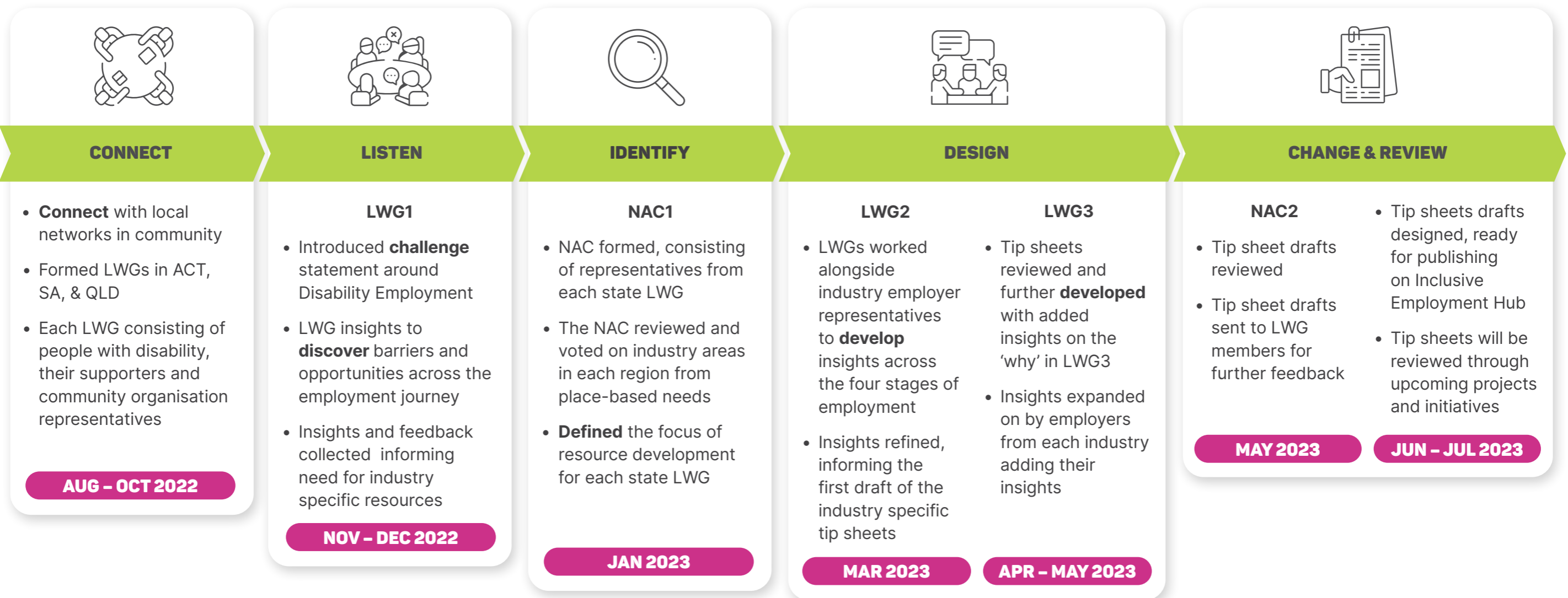
STAGE TWO: EMBEDDING NATIONALLY - FOSTERING INCLUSIVE EMPLOYMENT



Challenge: How can employers foster more inclusive workplaces?



Outcome: National Co-designed Employment Resources



ACKNOWLEDGEMENTS

Feros Care would like to acknowledge everyone who has worked alongside us as we developed this framework. We have learned so much from our community and will continue to seek wider engagement using this unique model of co-design to inform our future processes and initiatives.

We seek to continually model the importance of being informed by our community, encouraging our team members to work in co-design with people with disability and alongside peak bodies and organisations to influence social policy and build capacity and inclusion in communities.

This approach works towards ensuring people with disability have full rights to access the services and supports available to other Australians.

It's all part of our 'Nothing About Me, Without Me' approach, which ensures that a person with disability takes part in every conversation about their life, their services and support.

Find out more:

Co-design website: feroscare.com.au/ndis/projects/co-design

Community projects: feroscare.com.au/ndis/projects



FEROS CARE AND THE NDIS

How can we help you?

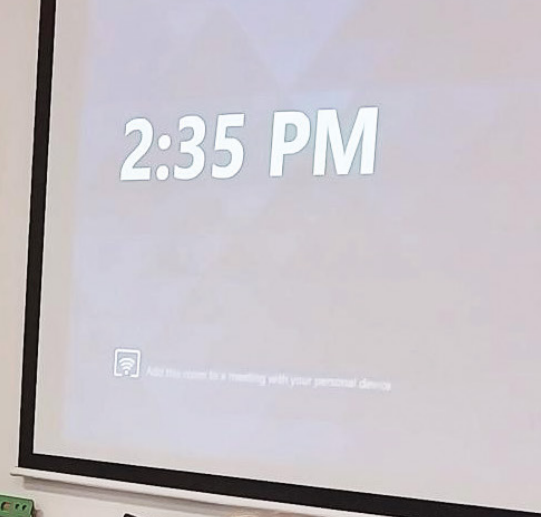
LACs can meet with you, your family and carer to help you:

- understand the NDIS
- link you to information and community supports
- assist you with access to the NDIS
- work with you to create a First Plan based on your goals and current supports
- support you to put your NDIS plan into action and to review your plan





TALK TO US TODAY

ferocare.com.au/ndis



Want to be a voice for your community?



 **1300 986 970 or**
 **feroscare.com.au**



Delivering the NDIS in your community