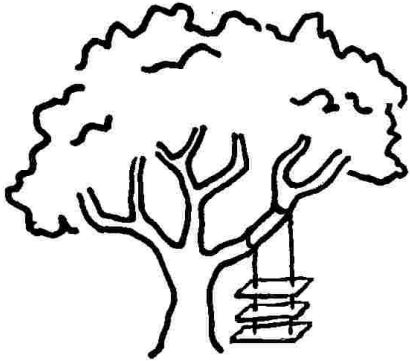


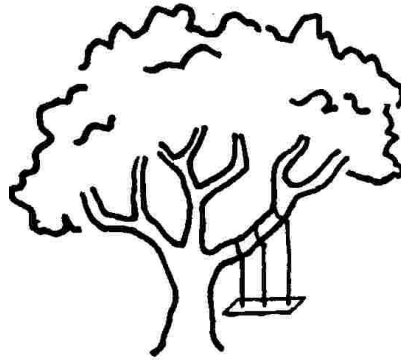


CO-PRODUCTION

Principally informed by work of
Cath Roper, University of Melbourne.



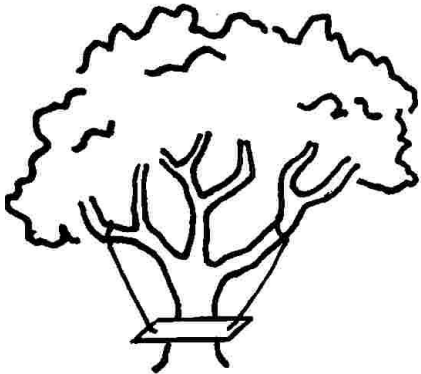
As marketing requested



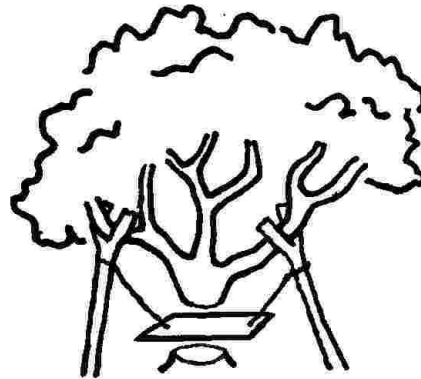
As sales ordered it



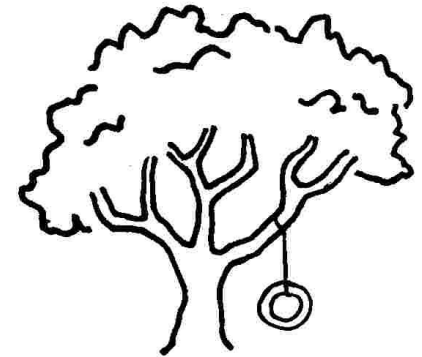
As engineering designed it



As we manufactured it

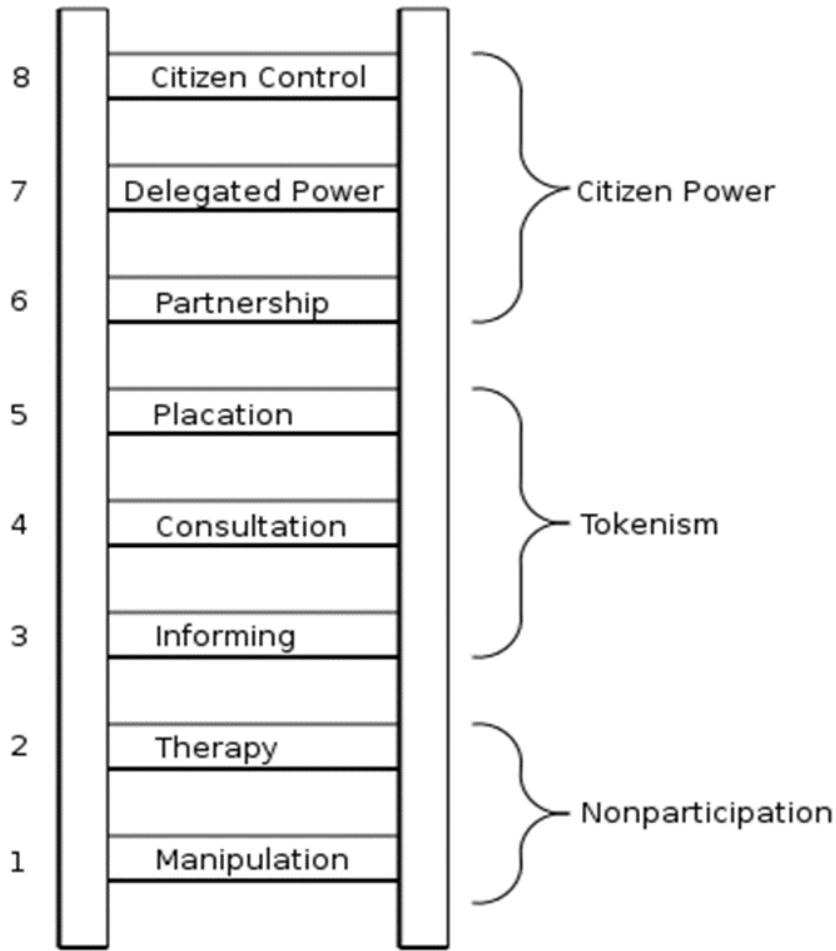


As field service installed it



What the customer wanted

THE LADDER OF PARTICIPATION



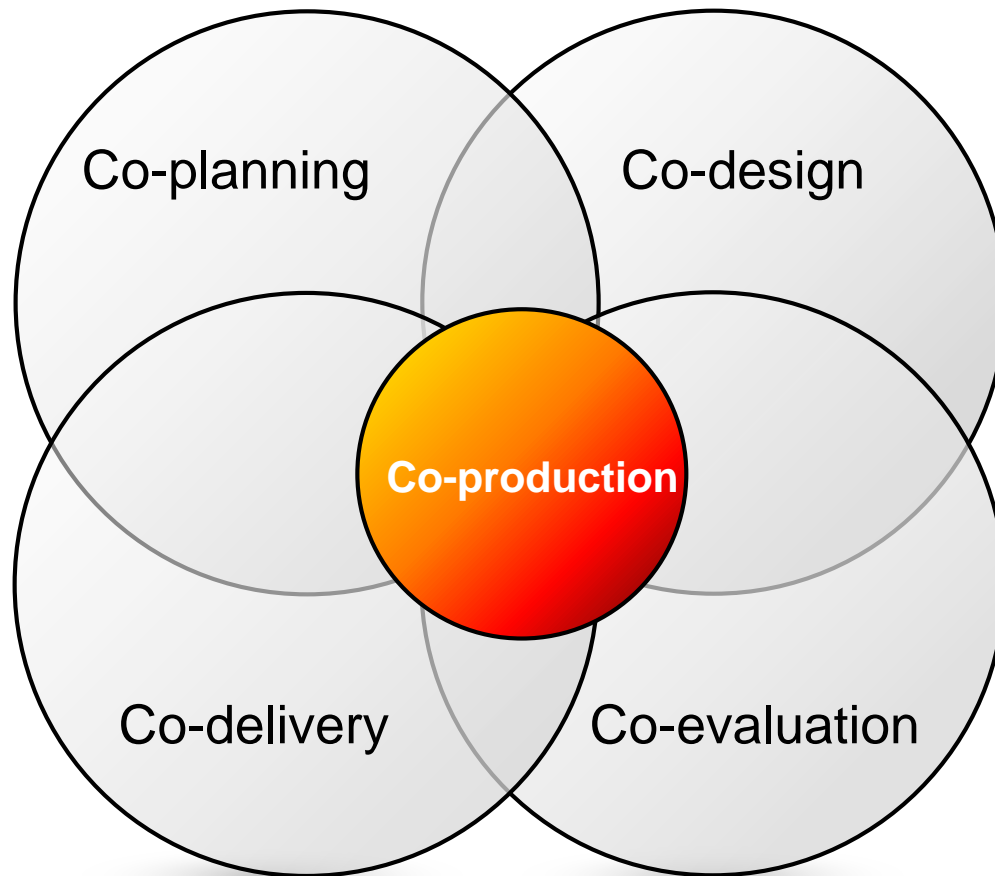
Arnstein, Sherry R. "A **Ladder** of Citizen Participation," JAIP, Vol. 35, No. 4, July 1969, pp. 216-224

Concept
draft

Levels of Participation in Policy & Program Development

What they mean

Excluding	Coercing	Educating	Informing	Consulting	Engaging	Co-Design	Co-Production	Consumer led	Consumer owned
Categories of participation									
Underlying views & organizational capacity									
Excluding consumers & carers.	Doing to consumers & carers. <i>Passive recipients.</i>		Doing for consumers & carers. <i>Basic participation.</i>		Doing with consumers & carers. <i>Partnering.</i>		Consumers & carers doing it themselves. <i>Enabling, empowering.</i>		
No involvement in any way.	We don't invite consumers or carers to be part of policy or service design or delivery. We expect consumers or carers to accept our decisions.		We want to take account of consumer and carer perspectives & opinions in some way. We create limited opportunities for people to have their say or get involved. We make the decisions.		We want to share power and potential equally with consumers and carers: we each have something valuable to bring to the process. We are able to share decision making to some degree – or even completely.		We trust that consumers and carers are best placed to lead and own what they need.		
	<i>Limited by one or more of:</i> <ul style="list-style-type: none"> A view that we know what's best for consumers and carers A view that participation is too hard, too expensive, not effective, and/or not representative Limitations of organization / government / department 					Limitations of organization / government / department			
What actually happens at each level									
Consumers & carers unable to access services or systems or decision making.	We expect consumers & carers to accept the changes we make.	We teach consumers & carers about what we've decided so they know why it is good for them.	We tell consumers & carers about our decisions. We may provide opportunity for feedback.	We ask consumers & carers what they think, and this becomes one of many considerations.	We involve consumers & carers in thinking through some aspects of decisions. Consumers & carers are a minority & one of many stakeholders.	We define the problem. We share decision making with consumers & carers about the solution. We ensure that we hear, value, debate & act upon consumer & carer views.	We define the problem together. We design the solution, delivery & evaluation together with consumers & carers. Consumers & carers form a majority of group memberships.	Consumers & carers design & provide the solution, delivery & evaluation. We support this with a range of resources. Work is within existing services.	Consumers & carers define the problem. Consumers & carers design & provide the solution, delivery & evaluation. We support this with funding. Work is within consumer & carer enterprises.
Where power sits									
We hold the power						We share the power with consumers & carers		Consumers & carers hold the power	



CO-PRODUCTION PRINCIPLES

1. Consumers are partners from the outset



CO-PRODUCTION PRINCIPLES

2. Power differentials are acknowledged, explored and addressed

