

Talkin' Together evaluation

Fair Trading, Council for Intellectual Disability,
Being, Community Disability Alliance Hunter,
Diversity and Disability Alliance/ Ethnic
Community Services Co-operative



24 December 2018

The logo for ARTD CONSULTANTS. It features a blue curved line above the text 'ARTD' in blue and 'CONSULTANTS' in green.

Acknowledgements

This report was completed with the assistance of the NSW Fair Trading community engagement team, partner organisations, peer facilitators and peer researchers.

We would also like to thank the many key informants consulted. We thank them for their time and insights and trust that their views are adequately represented in this report.

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Summary

- **Talkin' Together** was an ambitious project, which took a new approach to developing and delivering consumer rights education in partnership with four diverse communities, with different experiences and needs, in four very different locations over a shorter timeframe than initially planned.
- **The value of co-design:** Designing workshops with people with disability meant the content was tailored to the needs of each target group, and participants could better engage with the messages and what they could do to stand up for their rights.
- **The value of co-delivery:** Having peer facilitators meant participants felt comfortable and could engage, relate to and understand the content. There were also transformational benefits that can only come from peer interactions – people realised “If you can do this, so can I.”
- There were some challenges in the co-production and co-delivery that were compounded by having a short timeframe for the project and all new partnerships, as well as a different way of working between government and non-government organisations.
- There were **positive outcomes** across the stakeholder groups.
 - Participant outcomes include increased understanding of their rights, increased confidence in speaking up for their rights, and feeling empowered by hearing how their peers have managed issues and seeing their peers lead workshops.
 - Peer facilitator outcomes include growth in knowledge, skills and confidence; feeling valued for the expertise they bring; and gaining employment experience and opportunities for further employment.
 - Fair Trading gained experience in co-design and knowledge to effectively engage with people with disability. The project also identified opportunities to increase the accessibility of Fair Trading information and processes to enhance consumer protection.

Impact
Full

Pow
Wow

chat

Evaluation

Key evaluation questions

Design

- How did the co-design process contribute to the development of the program model?
- What was the value of the co-design process?

Delivery

- What was the value of the co-delivery process?
- How effectively did the project engage targeted communities?
 - What engagement and delivery strategies worked for specific communities?
- What were the key success factors for the project? What were the skills, abilities and attributes of the project partners and facilitators that contributed to success?

Outcomes

- How is the project contributing to: empowering participants with disabilities about their consumer rights and building the knowledge and confidence of participants with disability in the NSW marketplace?
 - What are the outcomes for the different target groups?
- What were the unintended outcomes (positive and negative)?

Future directions

- What improvements could be made to strengthen outcomes?
- What lessons have been learned from this project that may be relevant to community engagement projects with other vulnerable communities?
 - What is the evidence for Fair Trading using a co-design process for future projects?

Methods

Source	Timing	Method	Sample	Comment
Research literature	Oct	Scan	n/a	<ul style="list-style-type: none"> Limited systematic evidence on co-design outcomes
Fair Trading facilitators	Oct – Dec	Interviews	4/4	<ul style="list-style-type: none"> Facilitator from each partnership
Peer facilitators	Oct – Dec	Interviews	9/17	<ul style="list-style-type: none"> Originally 17 peer facilitators, but 3 left the project We interviewed peer facilitators of workshops observed (remaining interviews to be completed in January)
Partner organisation staff and management	Oct – Dec	Interviews	10	<ul style="list-style-type: none"> Project officers from each partner organisation (n = 6) Management representatives from three partners (n=4)
Workshops	Nov – Dec	Observations	7 workshops	<ul style="list-style-type: none"> Two per partnership, except for Community Disability Alliance Hunter, which had one
Participants	Nov – Dec	Focus groups	38 participants at 7 workshops	<ul style="list-style-type: none"> Two per partnership, except for Community Disability Alliance Hunter, which had one
	July – Dec	Paper surveys	3 workshops for people with intellectual disability	<ul style="list-style-type: none"> Survey designed by partners 30 pre and 26 post surveys (Albury, Wagga and Deniliquin)
		Paper surveys	3 workshops for CALD communities	<ul style="list-style-type: none"> Survey designed by partners 29 post surveys
Participants/ community organisations	Dec	Interviews	5/7	<ul style="list-style-type: none"> Organisations working with Community Disability Alliance Hunter and one participant in lieu of second observation and workshop
All partners	22 Nov	Workshop	-	<ul style="list-style-type: none"> All involved in the partnerships were invited
Fair Trading project management	19 Dec	Interview	2/2	<ul style="list-style-type: none"> Interviewed at the end of the data collection to test interpretations developed with peer researchers

Confidence in the findings

- The methods were implemented largely as intended.
- We have enough data to assess the co-design and co-delivery processes and outcomes for peer facilitators and Fair Trading, but only indicative data about participant outcomes.
- The evaluation team was engaged towards the end of the project when many of the sessions had already been delivered, so we only have data on participant outcomes from the seven workshops we observed and a few workshops at which the partner agencies used surveys.



Overview

Being
Target group: psychosocial disability
Location: Sydney metro, Newcastle, Broken Hill
Peer facilitators: Newcastle: 3 (and 1 who dropped out)
 Sydney: 2
 Broken Hill: 1
Workshops: 20



Community Disability Alliance Hunter
Target group: Aboriginal
Location: Newcastle and surrounds
Peer facilitators: 2
Workshops: 30
 Also 6 NAIDOC events and expanded reach through Facebook

Council for Intellectual Disability
Target group: Intellectual disability
Location: Wagga Wagga/ Albury
Peer facilitators: 2
Workshops: 43

Diversity and Disability Alliance/ Ethnic Community Services Co-operative
Target group: Culturally and linguistically diverse
Location: Sydney metro
Peer facilitators: 4 (and 2 who dropped out)
Workshops: 18



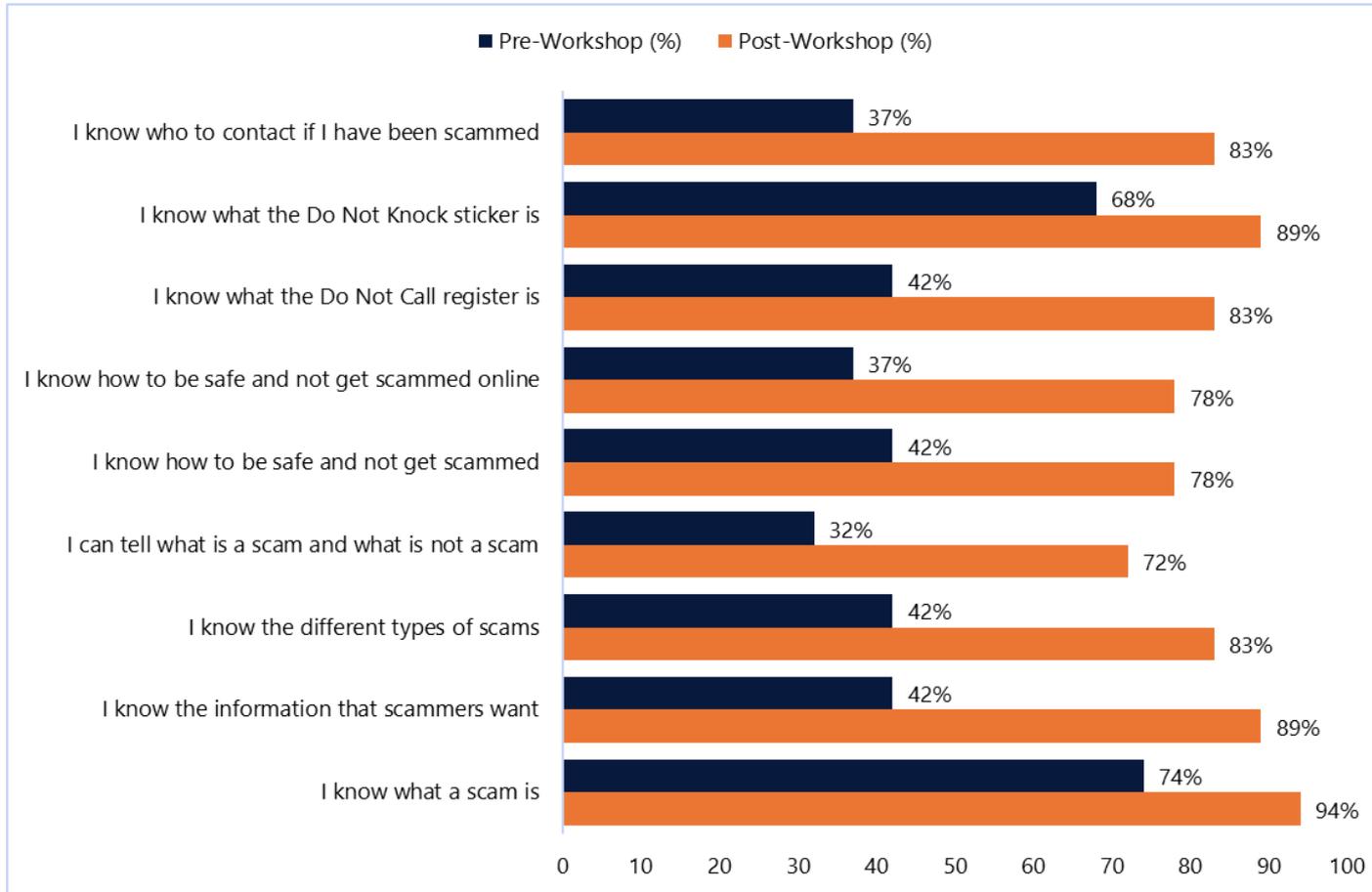
Evaluation

Participant outcomes

Partnership	Positive outcomes	Challenges
Council for Intellectual Disability	<ul style="list-style-type: none"> • Learned about how to make a complaint, types of scams, and how to get help, including from Fair Trading • Feel empowered and inspired by the peer facilitators leading the workshops – “I have a disability and I can do this too” • Other outcomes for individual participants include confidence to make a complaint and reinforcing knowledge 	<ul style="list-style-type: none"> • People have learned not to complain because they fear they may lose services • Complaints processes can be difficult to access
Being	<ul style="list-style-type: none"> • Learned about how to read contracts, check contract terms and conditions, use the Fair Trading checklist before signing a contract, and how Fair Trading can help • Other outcomes for individual participants include sharing information with friends 	<ul style="list-style-type: none"> • The lack of services in some locations means people feel there is not an alternative to a poor quality service or fear that they will have no service if they complain • People with psychosocial disability can question themselves, so may not feel confident to make a complaint
Community Disability Alliance Hunter	<ul style="list-style-type: none"> • Connected with people with disability (where may not have done so before) • Received support to access assistance with primary needs • Increased understanding of how to make the most of an NDIS plan e.g. the right to change change coordinator supports and providers, self-manage (in some cases, this information has been shared through community organisations who attended workshops) 	<ul style="list-style-type: none"> • Some people haven't got an NDIS plan yet so aren't ready for the message about their right to complain • Some people are struggling with their NDIS plans so focused on this rather than consumer rights education • People may not complain because of distrust of government, previous negative experiences with government processes or fear in a small community that everyone will know your business • Written complaints process is inaccessible
Diversity and Disability Alliance/ Ethnic Community Services Co-operative	<ul style="list-style-type: none"> • Learned about their rights • Increased confidence to stand up for their rights • Outcomes for family members and carers included identifying potential opportunities for their children to have a role contributing to their community like the peer facilitators 	<ul style="list-style-type: none"> • People may not be familiar with the concept of consumer rights or have trust in government processes because of experiences in their home country • People may be reluctant to complain • Reading contracts in a second language is difficult

Council for Intellectual Disability participant surveys

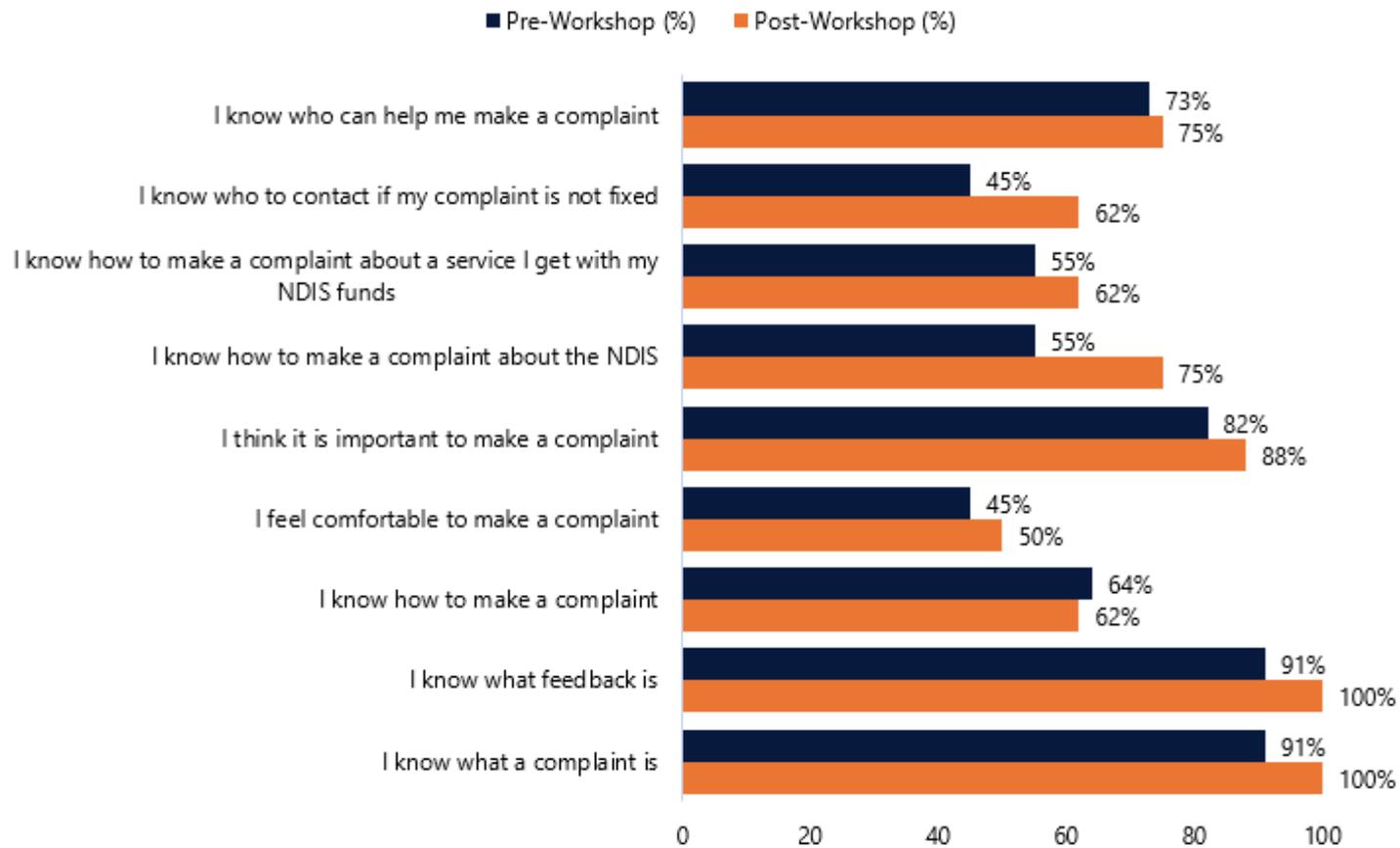
Wagga and Deniliquin workshops on scams



Source: CID participant surveys: Pre-workshop = 19 respondents; Post-workshop = 18 respondents.

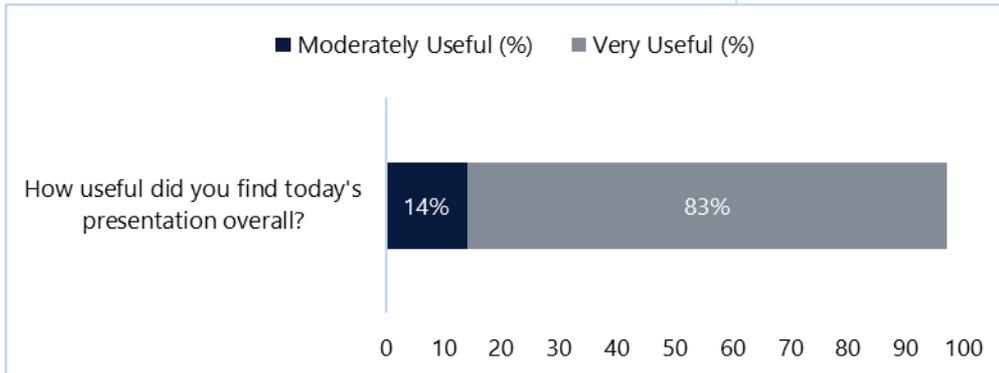
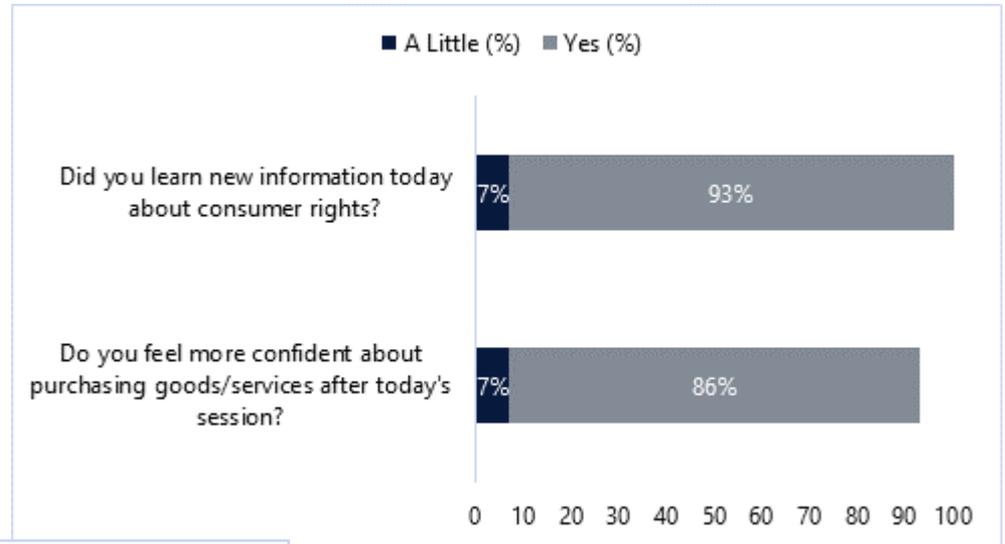
Council for Intellectual Disability participant surveys

Albury workshop on complaints



Source: CID participant surveys: Pre-workshop= 11 respondents; Post-workshop= 8 respondents.

Diversity and Disability Alliance/ Ethnic Community Services Co-operative participant surveys



Source: Diversity and Disability Alliance/ Ethnic Community Services Co-operative participant surveys: n=29 respondents from 3 workshops.

What people told us...

From a carer perspective, they look at the peer facilitators as role models for their children and have said that they see the potential for their children to do more in the future. [Partner organisation]

We have inspired our peers to do what we are doing: get open employment, do public speaking, try new things, share what they know with other people. [Peer facilitator]

Peer facilitators did what it took if you came to them with a problem. They found a pathway for you if they found an issue that was massive in the region – it might not be NDIS – it was often access, discrimination, systems, not wanting to sign up to the NDIS, being absolutely overwhelmed by the bureaucratic approach of the NDIA that excludes Aboriginal people. That's what's been a success. [Partner organisation]

The information is very important in real life; and [peer facilitator's] speech is really good because people with disabilities like [peer facilitator] can support and contribute to society – seeing people like Wi[peer facilitator] talking gives us hope. [DDA/ ECSC participant]

You can feel the difference [in participant engagement] when you have someone already embedded in the community and a prominent character in the world they are living in – it makes a huge difference. [Fair Trading facilitator]

This [referring to information from the session] should be on the NDIS website, where it says if you are not getting what you pay for, contact these people and ask for help... because it's very bland right now. There must be something on the website saying if you're not being treated fairly do not accept bad service, and if I did not come to these sessions I wouldn't have known. [CDAH participant]

People who hadn't spoken to another peer with disability before, or families who didn't know who they could ask, who saw NDIS as a scary thing – [peer facilitators] have opened up messages to them. [Partner organisation]

They now know this information and can tell people and encourage people to stand up for their rights, that there's choice and avenues to complain, and to really be aware of things. [Peer facilitator]

Our expectation was not to see behavioural change – just a change in knowledge – as you can't expect behaviour change in a short time, but we have seen some small behaviour change. [Partner organisation]

Some of the information was new to me, some I already knew. The new information was that sometimes scammers can use you as a target. [CID participant]

[I learnt] that I had more rights; and who to complain to. If you can't sort it out, then you go to Fair Trading... and if they can't sort it out, then they will tell you who can. [Being participant]

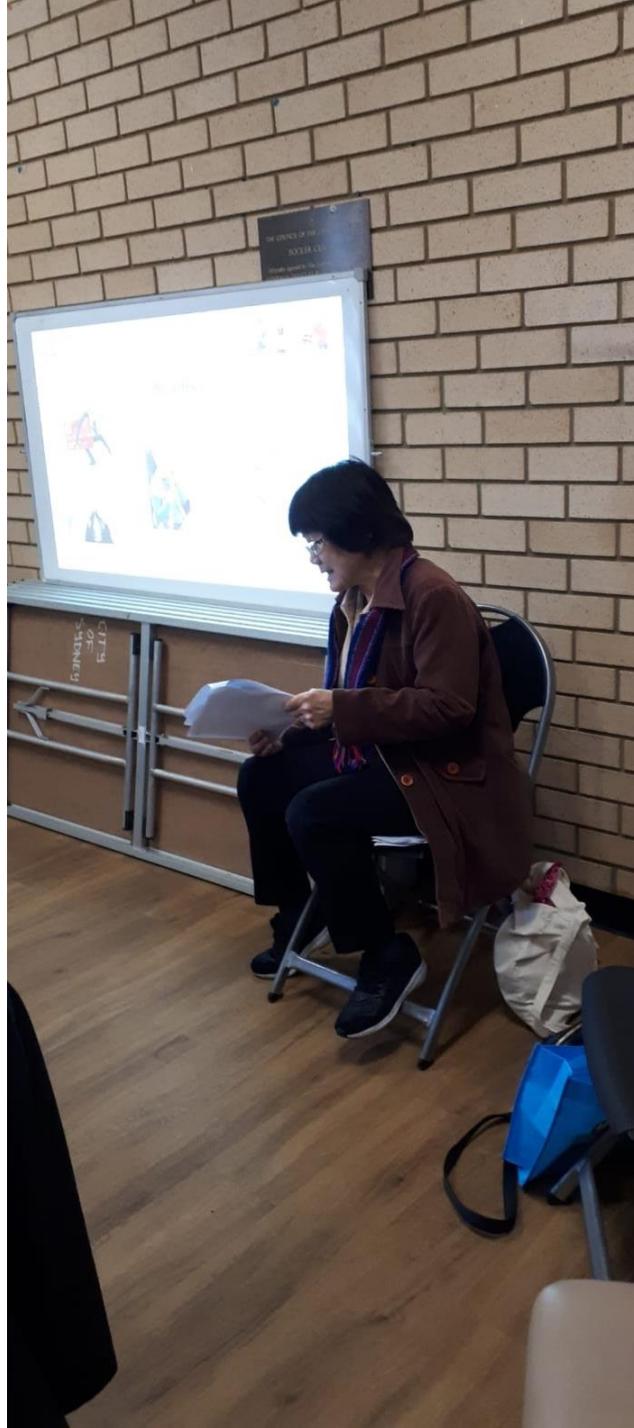
Participants have told the CID team that: they know how to ask for what they want; they feel confident to make a complaint; they know what to do if someone is trying to scam them; they know to speak up if something is not right; they know who to speak to; and they feel more in control of the services they hire. [Peer facilitator]

Even if it's a really small [session] with only a few people, [the participants] have been really engaged. That's indicative of being peer led. It's not a top-down workshop. [Partner organisation]

CALD community members don't always have the same rights in their home countries so it was especially useful for them to know that these exist in Australia. [Partner organisation]

Peer facilitator outcomes

- Improved knowledge of consumer rights that they can share with peers or in their work, including how to review a contract
- Increased confidence to stand up for themselves if they felt something was wrong with a service provider
- Increased skills in
 - facilitation
 - storytelling
 - presenting information
 - advocating
- Improved ability to work in a team – to support each other, resolve issues and hold people to account for commitments
- Increased professional skills and, in some cases, ongoing employment opportunities
- Increased understanding of community and community connections including
 - long-term connections to peers
 - confidence to participate in the community
 - confidence to offer support and advice
- Being seen as leaders in their community
- Being able to teach peers about their rights is rewarding



What people told us...

I didn't feel comfortable with my knowledge on subject areas at the start, but I do now. It was a growth experience. [Peer facilitator]

I gained more confidence and gone out a bit more. I learned I did have a voice and I should go out and use it, and not keep it to myself. [Peer facilitator]

It's good to be in the open and communicating. It makes me feel accepted by the community – that they shouldn't judge us and should have an understanding of people with disability. By being involved in [Talkin' Together] I feel people with disability are accepted. [Peer facilitator]

Our [location] peers have roles working with people in the NDIS, so for their own professional development it was good for them to know how these rights fit in the NDIS. They have shared this knowledge in their workplace. [Partner organisation]

They honed their skills as storytellers of their own experiences. So they can have more impact. That's a skill that's fundamental to community organising – being able to tell a narrative. [Partner organisation]

[I've learned] to never judge a book by it's cover. As educated as [the Fair Trading facilitator and project officer] are and – they are – they are just like me. I was always intimidated by uni-educated people and fancy jobs – I thought they wouldn't be interested in anything I have to say. [But they were] [Peer facilitator]

They've been employed which is a good thing.... They have developed expertise in consumer law and NDIS which they can now share. They've built relationships with intermediaries. [Partner organisation]

I think [peer facilitator] has become a lot more confident and I think [other peer facilitator] has always been able to sort of speak about her story ... I think they both did it [presented] quite well and they kept it real...casual and informal and the lived experience helps that. [Fair Trading facilitator]

Knowing their rights more, because they know the information a lot deeper than their peers and have been advocates... people after the meetings were coming up for advice... so it was rewarding to build that confidence and knowledge. [Fair Trading facilitator]

A lot more people say g'day to me now. Have faces everywhere that say g'day. People seem to know you now. [Peer facilitator]

The Fair Trading TnT meetings allow me to make connections with friends and peers...I can't rely too much on my parents [to support me], I have to rely on myself. [Peer facilitator]

We have equal say and have the chance to share the information and knowledge. [Peer facilitator]

We hit it hard and did it to the best of our abilities. We got the buy-in from everyone – it doesn't happen very often. [Peer facilitator]

Fair Trading outcomes

- Breaking down barriers between people with disability and Fair Trading
- More knowledge and understanding of the lives of people with disability and how to engage with individuals with disability
- Increased capacity to tailor how information is communicated to people with different types of disability and from different cultural backgrounds
- Increased understanding of the barriers people with disability face and how Fair Trading information, website and processes can be more accessible
- Increased experience in co-design and understanding of the value of learning from people with lived experience
- Improved co-facilitation approaches – including flexibility with ways of delivering content – and understanding of the value of peer delivery
- Strong relationships with peer facilitators

What people told us...

Government is inaccessible to people with disability. Any approach that breaks these barriers is useful. But it takes time. Plenty has been done preceding this project and plenty will be done afterwards. It takes time to make changes in government. [Partner organisation]

It was very clear we were equal partners [with the peer facilitators] and we both bring our expertise to the table ... I think I learned more than the [peer facilitators]. [Fair Trading facilitator]

I've learned so much through them [peer facilitators] sharing their lived experiences, and I believe I couldn't deliver to people with disability without their participation. It's invaluable what they've shown me. [Fair Trading facilitator]

[The Fair Trading facilitators] get to know more about where they can transfer their information, and know what gaps there are from the questions and stories shared during the presentation - from there they know extra information they need to put in and what information is not clear for the general public. [Peer facilitator]

I guess being in this department for so long, it's always been about you need to fill in a form and need to sign it and do this and that... and now we're coming to that no wrong-door policy... so it's about facilitators taking the message back to the staff and explaining if someone calls and can't read or write, you need to take the complaint over the phone. [Fair Trading facilitator]

I can see where we can improve with publications, that's on my main radar. Second is the discussion we have when we have complaints, like when complaints are sort of incoherent or do not make sense, we sort of say "one of those" - but it's not "one of those", it's the way they put their complaint forward. So it's about shifting the way we handle customers who fall under this umbrella. [Fair Trading facilitator]

The extent of the population who have a disability - I didn't know there were so many people with disability. Their shared experiences and their stories that they had dealt with - at each workshop we delivered I was surprised how many issues people with disability face. [Fair Trading facilitator]

Overall, from what I can see, we gave Fair Trading quite an education on how to talk to people with lived experience. I feel like [Fair Trading facilitator], in particular, learned a lot as she was open to what we were saying. [Peer facilitator]

It was eye opening to step away from that [authoritative] role where it's like "I know what's best for you'." [Fair Trading facilitator]

I think [Fair Trading facilitator] learned a lot about the audience and mental health and how it effects people in the real world and she took everything on board. [Peer facilitator]

If we could turn our boring useful information into a positive experience, the peers said this was more useful...so consciously, we were comical and not serious, but it did not have to be serious because they remembered. It helped build rapport with the group as well which made a difference. [Fair Trading facilitator]

It's about how can we embed the learnings... making our colleagues confident to share information in an appropriate way. [Fair Trading facilitator]

Based on observations, [Fair Trading] has become more open-minded and able to work with people from different cultural backgrounds. [Partner organisation]



The partnerships

Establishing the partnerships

Partnership	Working relationship	Reason for getting involved	Previous experience
Council for Intellectual Disability	<ul style="list-style-type: none"> Not partnered with Fair Trading before 	<ul style="list-style-type: none"> Fits organisation's values and approach Opportunity to educate peers 	<ul style="list-style-type: none"> Delivers leadership and skills building workshops Co-designs programs with people with disability The two peer facilitators were new to the organisation
Being	<ul style="list-style-type: none"> Not partnered with Fair Trading before 	<ul style="list-style-type: none"> Opportunity to inform existing work by assisting consumers with psychosocial disability to access the NDIS 	<ul style="list-style-type: none"> Runs programs to train people with psychosocial disability to be peer workers Some of the peer facilitators had experience in similar roles, others were new to peer work
Community Disability Alliance Hunter	<ul style="list-style-type: none"> Have had Fair Trading at NDIS planning cafes 	<ul style="list-style-type: none"> Peer delivery is core business – want to see peer-to-peer delivery as the first support option Opportunity to improve outcomes for Aboriginal people in the NDIS Opportunity to develop Aboriginal peer-led approach 	<ul style="list-style-type: none"> Runs (peer-led) planning cafes Runs peer mentoring training Have worked with Aboriginal communities but not previously delivered Aboriginal-specific project The two peer facilitators were working with the organisation and had been to leadership and peer development training
Diversity and Disability Alliance/ Ethnic Community Services Co-operative	<ul style="list-style-type: none"> ECSC had, but DDA had not, partnered with Fair Trading before 	<ul style="list-style-type: none"> To create employment opportunities for people with disability To educate people with disability about their rights 	<ul style="list-style-type: none"> Previous experience more with getting feedback from people with disability than co-design



Challenges to project and partnership

New ways of working with new partners

- Developing shared ownership of the project as a whole, including the cross-project components (digital stories and the transferable framework for engagement)
- Overcoming established ways of working between government and non-government organisations (funder/ contract manager and funded organisation) to share decision-making power and responsibilities for both opportunities and issues
- Tensions between the desire for structure and openness of the co-design process, with some requirements set out in funding agreements
- Having new, rather than established partnerships

Handling short timeframes

- The initial request was for a two-year project, but only one-year funding was agreed, then there was a four-month delay to the contract, which further shortened the available time
- More time is needed to
 - build partner relationships
 - provide training for Fair Trading staff in working with people with disability from the partner organisations (as in original project plan)
 - develop, refine and practice presentations
 - build relationships to engage people with disability
- Digital storytelling and toolkit not yet complete

Sharing learnings

- Original plan was for project meetings to be in Sydney, but to enable access, meetings alternated between Sydney and Newcastle – distances made it difficult for some peer facilitators to attend and technology didn't enable remote participation
- Meeting everyone's different communication needs in a large group was challenging
- Lack of clarity about roles, agenda and structure to support the development of a community of practice – the meetings were more about reporting back than sharing learnings
- With such different target groups, it was sometimes difficult to identify shared learnings

Other challenges

- Covering large distances (initial plan was for coverage of Sydney, Newcastle and Wollongong only)
- Issues with payments where invoices not in line with contracts and with changes to Fair Trading payment systems
- For some peer facilitators, there were issues with getting paid, interaction with Centrelink and/or messages about the need to have an Australian Business Number (ABN)
- Difficulties with recruitment – finding local peer facilitators and the right staff (with one support worker and one Fair Trading facilitator replaced during the project)
- Turnover of staff in key roles in partner organisations meant loss of shared understanding
- Lack of evaluation from the start meant lost opportunity to guide improvements along the way





Research on co-design

The context for co-design

- Co-design recognises that services and programs have not always effectively met underlying consumer needs and that we need new and creative approaches to design services to better meet people's needs.
- Recognising this, government and the community sector are increasingly using co-design.
- However, what people call co-design is not always really co-design.
- Co-design
 - values lived experience
 - goes straight to the heart of the matter by working with the communities you are aiming to support to understand how they see the issues
 - engages with people who have first-hand knowledge and experience to design solutions using a ground-up approach that is flexible and responsive.

Redefining expertise

- Co-design does not represent the rejection of expertise but the repositioning and reconstruction of what constitutes expertise.
- Professional knowledge and expertise is drawn on in the co-design process.
- It can be brought in to refine models developed with people with lived experience, in line with evidence and what will work in practice.
- In some cases, professionals are involved in the design iterations.



Why co-design

- The evidence base for co-design is still emerging.
- But there are case studies where co-design has been successful.
- Co-design can:
 - increase service users' sense of control, responsibility and connection to place, community and society
 - create value by bringing different people together and helping them connect
 - guide policy through trusted relationships with service users
 - create change for service users through the emotional and social connections they make
 - ensure the design of the content reflects the needs of people with lived experience.

Definitions

Co-design is an attempt to define a problem and then define a solution

Co-production is the attempt to implement the proposed solution

Co-creation is the process by which people do both

Co-design principles

- **Outcomes-focused:** Co-design is about achieving change and improving results.
- **Inclusive:** Different types of participants with different kinds of knowledge (lived experience, professional and specialist expertise) are involved in the process.
- **Participative:** People are active participants. Everything is accessible so that all participants have equal opportunity to contribute.
- **Respectful:** All participants are seen as experts and their input (time, knowledge and other contributions) is valued and is equally important to the process.
- **Adaptive:** Co-design is an experimental process. Changes should be made throughout the process, based on feedback, learnings and trial and error.

Making co-design work

Effective co-design facilitators are

- experienced
- respectful
- creative
- intelligent
- neutral.

Support the process by

- providing information and training to enable effective engagement
- providing enough support to manage arrangements, documents and any problems that may arise
- acknowledging differences in power but not letting them define the process
- checking in regularly with people about how it is working and what would work better for them.

Facilitate co-design by

- building trust
- establishing ground rules early on
- developing shared responsibility
- stepping back to enable participants to take the lead and think creatively.

Other success factors include

- recognising cultural differences
- choosing a venue that is accessible and well-equipped
- focusing on people's lived experience
- using different formats to support creative thinking.

The challenges of co-design

- Managing time constraints and financial commitments (because of the upfront time investment)
- Engaging participants, choosing the right mix of people and having enough people involved
- Communicating with family or carers instead of people with direct lived experience (because of the challenges in engaging people directly)
- Managing conflicting views and opinions
- Working within established structures, systems and practices that discourage innovative approaches like co-design
- Changing the culture of organisations to share power with people with lived experience



Co-design in practice

The Talkin' together process

- Fair Trading was clear that, in practice, Talkin' Together was more of a co-production than a co-design project.
- This is because the project deliverables had to be negotiated and agreed with the NSW Department of Family and Community Services (FACS) before the project started to get the funding.
- The agreement was for the partners to develop and deliver face-to-face information sessions for people with disability.
- Drawing on the expertise of people with lived experience and the expertise of Fair Trading staff in consumer law, the four partnerships had scope to
 - define the challenges with understanding consumer rights for their target group in their local community
 - design messaging and delivery that would best engage and support their target group in community.

What people thought co-design would be

People came to the project with different levels of understanding of co-design and co-production, as well as some different perspectives about what co-design is. Some people had experience with co-design, some had an idea of what it would be like, and others did not know what to expect.

When I think about or describe co-design, traditionally it was about freedom, about guiding something, directing something, moving something into a new direction and about facilitating to something better. [Partner organisation]

I was quite unsure what this was going to involve. [Peer facilitator]

People with disability at every single level of the process. Real jobs and full positions on the Board. No tokenism. Supporting people properly to do that. [Partner organisation]

That we come together to plan how we are going to present. [Peer facilitator]

People and groups with different bodies of knowledge coming together and using this as a basis for developing something new. [Partner organisation]

For me I've done quite a lot in my previous job – not so much in the doing but going to workshops to learn about it so I knew how it should work. [Partner organisation]

From the job description, I was surprised Fair Trading was involved in co-design from Day 1, as the impression I got was that we would be developing the workshop framework then they'd come in and we'd have a consultation about what to add in and that sort of thing because that's the way [we] had done things before, so that's what I was expecting. [Partner organisation]

Maybe my prior understanding was a bit tokenistic – consult and then go away and do it – not entirely symbiotic along the way. [Partner organisation]

Sort of [understood]...co-design is working together and making something and talking about it.... [Peer facilitator]

I think it's a government box ticking exercise that we can sometimes hope to make work to our advantage. [Peer facilitator]

How people experienced co-design

TnT is best characterised as a co-production rather than a co-design project, because the overall design for the project had to be negotiated with NSW FACS as part of the contract. People had some different experiences in the co-design process and different perceptions of how well it worked in practice.

As far as co-design goes, I've always felt included and I've learned a lot from the Talkin' Together project and I thought my views were included and my stories have been included in the script. [Peer facilitator]

The most co-designing that happened was on the delivery level... these conversations [around the best way to present and deliver information] were very practical and hands-on and everyone learned something along the way. [Partner organisation]

[It] was very clear we were equal partners and we both bring our expertise to the table and we are open-minded – this was the brief, and this is what happened [from my perspective]. [Fair Trading facilitator]

It was what I expected. [Peer facilitator]

Fair Trading was the boss of the project...But then we had lots of autonomy with what we did and it was checking in with Fair Trading, not working together on it. [Partner organisation]

Fair Trading said upfront that there's an element that's not co-design because they needed to negotiate the project with FACS...In the project brief they only ever called it co-facilitation because they wanted to have integrity around co-design. [Partner organisation]

I always thought and was told that people with disabilities are the lead in the project because we have the lived experience, but to me that wasn't happening to start with...[but it happened later] [Peer facilitator]

The fact that it is Fair Trading's "baby" and we picked it up and ran with it is interesting. [Peer facilitator]

Co-production – the process

Partnership	Co-production process
Council for Intellectual Disability	<ul style="list-style-type: none"> • Met two days per week for four to six weeks • Reviewed existing Fair Trading information to identify information was hard to understand • Used tools – cue cards for when confused, feelings board (so people could show if they disagreed), agreement tool (majority rules) • Clearly communicated why final decisions were made • Made PowerPoint and tested for flow • Developed script (which wasn't used because it was too hard to memorise) • Peer facilitators learned content • Set ground rules for delivering the presentations • Conducted friendly trials to get feedback
Being	<ul style="list-style-type: none"> • Initial two-day planning meeting • Drafted a framework for what they would do by working back from the contract • Identified key stakeholders and their expectations • Used an agreement scale to understand views in the design process • Designed workshop content and delivery style separately with peer facilitators in each location so it would audience and peer facilitators • Peer facilitators learned content in a one-day session and delivered the presentation in the same week
Community Disability Alliance Hunter	<ul style="list-style-type: none"> • Two one-day planning workshops (mostly driven by staff) • Discussed informal protocols for communication between group members, and risk mitigation • The project has since re-focused on peer-to-peer conversations
Diversity and Disability Alliance/ Ethnic Community Services Co-operative	<ul style="list-style-type: none"> • Planning meetings between Fair Trading and peer facilitators • Fair Trading facilitator asked peer facilitators questions to help design the presentation • Discussed how best to present information, including pictures to use • Developed a script for each section

Co-production – what worked

- Strong relationships between project officers, peer facilitators and Fair Trading co-facilitators on the ground
- Having people with the right attitude:
 - People open to listening and learning
 - People open to trying new things
- Having everyone involved from the beginning
- Having regular communication
- Some people liked starting without a structure for the process



Tips from the CID team

1. Planning is important.
 - Everyone should be involved in making the plan.
 - Everyone should understand the plan.
 - The plan should give enough time to do things.
2. It is important for people to be open to trying new things.
3. Having enough time to get to know each other at the outset to:
 - build trust
 - learn how people like to work
 - know how to best support each other
 - work well as a team.

Guidelines

- * To support each other
- * To help each other
- * Good listening
- * To be on time / punctual
- * To have set times to meet
9am - 3pm Mondays/Wednesdays
- * Breaks - m/t 15 minutes
a/t 15 minutes
lunch 1/2 hour (30 minutes)
- * Try to make appointments outside of work time (after work).

Bright Ideas

- * Take a vote
- * Make sure everyone understands hard words (meanings)
- * Say again until it make it easier to understand
- * Use examples to explain things
- * Group size not too big (12 good number)
- * Electric wheel as well as or instead of chocolate wheel

✓✓ Strongly Agree

Bee
Micka

Alison
Leonie

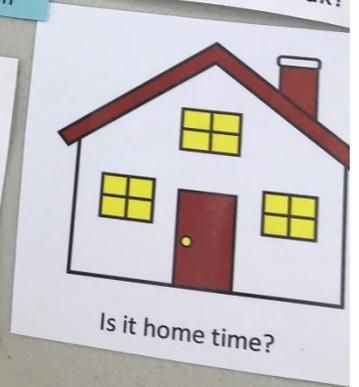
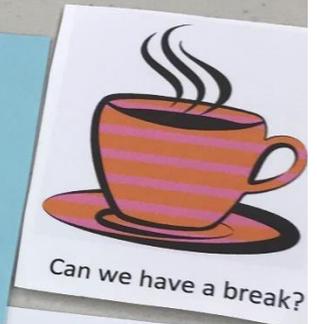
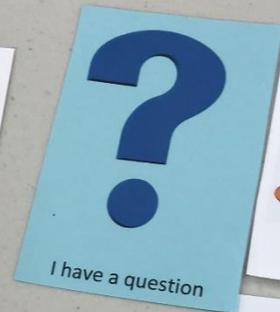
✓ Agree

? Not Sure

X Disagree

XX Strongly Disagree

LIFETIME



Co-production – challenges

- Structure for the process
 - Some people wanted more structure, clearer definitions of roles and tools to support co-production
- Short timeframes – more time needed to:
 - prepare
 - process
 - reflect
 - iterate (continue to develop the design)
- Different levels of experience with co-design and working with people with disability
- Managing different points of view
- Working with differences in power – giving people space to see what they come up with on their own



Co-delivery

Design and delivery models (1)

Partnership	Design	Delivery	Why this approach
Council for Intellectual Disability	<ul style="list-style-type: none"> • A series of four workshops – one for each topic (scams, making a complaint, entering a contract, hiring a service; hiring a service and contracts also combined in one workshop) • Spinning wheel and videos to engage participants and reinforce messages • Examples of scam emails • Peer facilitator told personal stories • Role plays to share information 	<ul style="list-style-type: none"> • Delivered sessions at organisations they knew • One peer facilitator leads each workshop • Fair Trading facilitator prompts peer facilitator and supports role plays • CID worker provides support • Resources: contact list for when scammed, how to make a complaint checklist, other Fair Trading resources 	<ul style="list-style-type: none"> • Script was difficult for peer facilitators to remember, so changed to Fair Trading facilitator prompting peer facilitator, which worked better • Delivery style designed to suit peer facilitators
Being	<ul style="list-style-type: none"> • In main locations: a series of four workshops – each covering a different topic • In more remote locations: one-off workshops, covering one or more topics • Design centred on purposeful storytelling • Game to support understanding • Spinning wheel to reinforce information • Role plays to share information in some locations 	<ul style="list-style-type: none"> • Worked with some existing groups • Peer facilitator/s lead workshop • Fair Trading facilitator provides support with information on consumer rights • Being worker provides information and prompts as needed • Delivery style varied by location and number of peer facilitators • Resources: contract checklist, merchandise, cards with tips 	<ul style="list-style-type: none"> • Decided on one topic per workshop as easier for peer facilitators to remember • Delivery style suited to audience, with some differences to suit peer facilitators – some of whom were experienced facilitators • Needed to be mindful of language used and stories shared to prevent triggering for peer facilitators and participants

Design and delivery models (2)

Partnership	Design	Delivery	Why this approach
Community Disability Alliance Hunter	<ul style="list-style-type: none"> Tania's Top Tips on Tuesdays (Facebook video posts) and Suzy's Super Suggestions on Sundays Yarning circles/ NDIS gatherings – with facilitators sharing their experience with the four topics (e.g. hiring a service) Follow-up supports for participants 	<ul style="list-style-type: none"> Initially connecting through community networks, NAIDOC events and sharing merchandise Two peer facilitators generally at each gathering Holding gatherings at Aboriginal organisations, working with Ability Links and NDIS Local Area Coordinators to support participants Providing food and transport to gatherings Later re-focused on peer-to-peer in-depth support, going to meet people where they are 	<ul style="list-style-type: none"> Need to engage Aboriginal organisations and build long-term relationships Attract interest through events, flyers and merchandise Informal conversation approach suited to community
Diversity and Disability Alliance/ Ethnic Community Services Co-operative	<ul style="list-style-type: none"> All four topics covered in one session Scripted PowerPoint with pictures Message "Never give up" 	<ul style="list-style-type: none"> Two peer facilitators at each session (with a back-up if needed) Peer facilitators each have scripted sections of the workshop to deliver and are able to deliver as suits them Fair Trading facilitator asks questions and answers audience questions Resources: Fair Trading information sheets at some workshops, SkimGuard (very popular) 	<ul style="list-style-type: none"> Peers each felt comfortable with their scripted sections Having multiple peer facilitators and people to provide back-up helps to manage workload



CDAH
"Talking Together"
Project 2018
I'M A CONSUMER
COUNCIL MEMBER



Fair Trading

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Co-delivery – how it worked

I haven't felt like they're the experts or they have the agenda. I feel that [peer facilitator] and I have grown to own the information. [Peer facilitator]

I did feel if we said 'nope it won't work', they immediately listened and changed whatever they had to do...I felt like I was valued for my insight. [Peer facilitator]

To have an interaction where it's not "let me tell you what you need to do", like at government talks... when we went in, we were relatable, approachable and able to extract the stories necessary like explain how I work at Fair Trading and I still get scammed too and they would all laugh and share their stories about being scammed too. I think it was meaningful and relatable and can see that government people do not have to be an authority figure... so it was eye opening to step away from that role where it's like "I know what's best for you." [Fair Trading facilitator]

I had no idea about how [co-delivery] worked but after the first session, it was clear that the Fair Trading facilitator and peer facilitator needed to support each other. [Partner organisation]

I think being a peer facilitator compared to a peer worker, I had to reflect on how I was interacting and presenting information as it's different and it's not one-on-one...but I really enjoyed it and you could really make a difference to somebody's quality of life. [Peer facilitator]

Co-delivery was not new – that you observe a session and that you share with someone – so it's something we practice in Fair Trading. [Fair Trading facilitator]

My understanding was not too different to what actually happened. I understood from the beginning that... [the peer facilitators] would co-facilitate the workshops with someone from Fair Trading and I would be there as participation support – make sure they were able to get there and manage their support needs and be there to steer the workshop back to the peer facilitator if it was becoming too Fair Trading. [Partner organisation]

I thought in my head it'd be about us saying a little bit then the entire room gets to discuss their problems... but then we learned from our peers that probably was not a good forum to do this... so it turned out we do the majority of the talking where we give time to the audience to share their experiences while ensuring it came back to the topic today. [Fair Trading facilitator]

No not at all [different to what I expected], because in each group we have a practice run and we know exactly who is doing what and at what point...only one occasion where things had to be changed on the spot due to circumstances, but because all of us knew the content, we could tap in and out with each other... but I made sure I put questions back on the peer and let them talk most of the time. I rarely talked. I was a safety net. [Fair Trading facilitator]

The co-facilitators are more co-presenters, that's how I see it. Co-facilitation is more about bringing questions to the audience and discussing this – this is more what the Fair Trading facilitator does. [Partner organisation]

I thought it would be more 50-50 but we gave more of the reins to the peers. We've made it 90 peers, 10 Fair Trading. [Partner organisation]

Co-delivery – making it work

Partner organisation support	What helped to prepare
<ul style="list-style-type: none">• Logistical support with co-design process and with attending workshops• Support with task management• Support with time sheets• Presentation practice runs• Support with powerful storytelling• Training on delivering presentations• Emotional support• Managing peer facilitator wellness• Debriefing	<ul style="list-style-type: none">• Planning and rehearsing the workshops was integral to the process – it helped peer facilitators feel prepared.• Peer facilitators were able to deliver the content they were most comfortable with in a way that worked best for them (e.g. using scripts, or being prompted).• Imagining worst case scenarios and strategies to manage them before workshops helped to resolve issues that arose.• The workshops were improved by making changes based on feedback from participants and project officers.• Co-facilitators developed the ability to adapt the presentations to meet the needs of participants on the day of the workshop, e.g. participants with vision impairment, multiple interpreters, handing information out as opposed to leaving documents for people to take.• Debriefing challenges/ issues after the workshops helped.

Co-delivery – overall strengths

- Face-to-face workshops supported engagement, interaction, sharing, questions and clarification of information – and understanding in a way that online information would not.
- Participants generally found information easy to understand.
- Participants were engaged and asked questions.
- Co-facilitators built rapport with participants so people felt comfortable to share.
- Peer facilitators helped participants feel connected and more engaged in the messages.
- Peer facilitators helped build trust with participants – “the guards went down”.
- Peer facilitators’ stories about their own experiences made the content relatable and helped spark discussion.
- Role plays and other interactive activities made workshops engaging and helped make information understandable.

Peers Present the Fair Trading

Be Scam Aware

Hiring Services

Making a complaint

Contracts and
Service Agreements



Co-delivery – strengths by partnership

Partnership	What worked
Council for Intellectual Disability	<ul style="list-style-type: none"> • Face-to-face engagement (particularly important for people with intellectual disability) • Peer facilitator– easy to relate to, participants are more engaged, peer facilitator stories support understanding • Interaction between co-facilitators, including role plays • Keeping workshops fun and engaging, e.g. chocolate wheel, videos • Session isn't too long (one hour) • Easy Read, plain English and pictures help understanding • People can ask the peer facilitators questions during and after the workshop • Have observed people remembering information from the previous workshop • Relaxed atmosphere and sitting in a circle with no tables facilitated an open discussion
Being	<ul style="list-style-type: none"> • Having the right local person to make connections • Offering people food to encourage attendance at the workshops • Face-to-face workshops are more fun and mean you can ask questions to clarify information – good that people could ask questions during the session (because people forget them if they have to wait until the end) • Purposeful storytelling (stories were location-specific) • Interaction and role plays support understanding (Sydney) • Merchandise and resources support engagement and message • Ongoing connection through four workshops means participants get to know the facilitators well • Using messages that work for people with mental health issues e.g. ask a friend (because people with psychosocial disability can question themselves) • Making it funny supported retention of the message • Having more than one facilitator in a session
Community Disability Alliance Hunter	<ul style="list-style-type: none"> • Being led by Aboriginal people • Peer facilitators meeting people where they're at • Sharing stories and leading from lived experience • Facebook to share tips, stories and increase project reach • Long-term relationship building that can be leveraged in future • Choosing the right venues – Aboriginal organisations that are known to the community
Diversity and Disability Alliance/ Ethnic Community Services Co-operative	<ul style="list-style-type: none"> • Plain English, interpreters and pictures help people with English as a second language to understand concepts • Peer facilitators and their stories are relatable • Face-to-face makes it easier to understand and remember information; can't necessarily remember the words you need to look up online (like 'consumer law') and legal jargon is complicated • Relaxed atmosphere so participants were comfortable to share and ask questions • Message of "Never give up" resonated • Handing out information to people (otherwise they will not take flyers) and offering SkimGuards (for credit cards)

What people told us...

The girls explain it in a language you can understand. I felt if you didn't understand, you could ask them what they were saying. [CID participant]

The examples from people's lives are good – you know they have been through it. [Being participant]

I liked that everyone had a voice and it was run by people [with lived experience], and we covered areas of need. [CDAH participant]

It's better to have someone who knows what we're going through – they have more knowledge on it; and they are the bridge between us and FT. [Being participant]

I think having Fair Trading there as well [in addition to peer facilitators] empowers people that come to the sessions, because people attending have correct information given back to them about scenarios, like scams, and their rights, and what they can do moving forward instead of thinking 'ah well'. [CDAH participant]

I like to be able to ask questions, which you can't do if you access the information online, and sometimes you might not understand the information online. [Being participant]

[Peer facilitator] brought in stories, so we could understand. [CID participant]

You can't beat lived experience for getting to the heart of people developing trust in themselves, confidence, identity, knowing 'if you can do it, I can do it'. Sharing of lived experience, and experience of people pioneering the way – it's more powerful than information. And stories are so critical to that. [Partner organisation]

[Having peer facilitators] shows that it doesn't matter whether you have a disability. You still have the same rights as everyone else and it gives you more courage to explain and never give up. [DDA/ECSC participant]

We then got to share our stories. It's important to share a journey with our mob. A story carries a lot of weight with our mob. Even though disability doesn't exist in our culture. [Peer facilitator]

Aside from the information we get from the sessions, we can get information from each other and this is worth the trip to come here. [DDA/ ECSC participants]

Session was good as it was low key rather than a lecture. [Being participant]

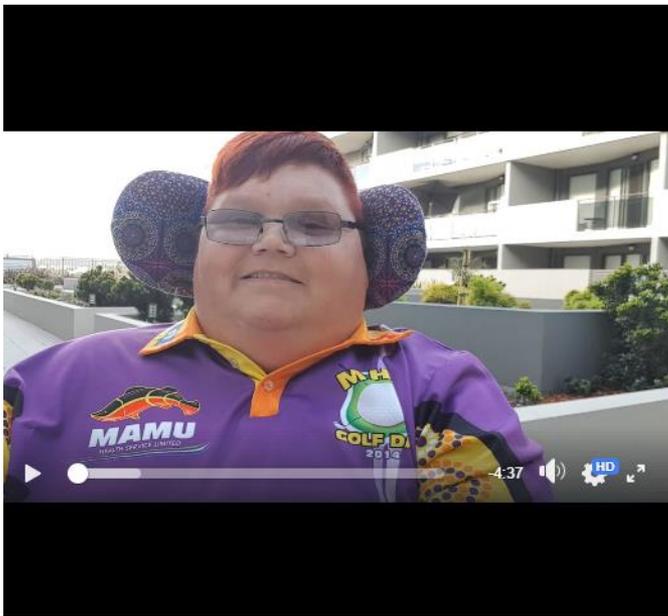
I think that everybody listened and they cared and felt safe enough to share their own personal stories and everyone was on the same page...those types of information sessions are important because it makes people realise they're not alone, they're not the only ones struggling to get access or go through the [NDIS] process because it's very daunting for people who don't know these things. [Community organisation]

I think telling people what we went through and how to deal with it gives them knowledge... they know when to speak up and ask for help. [Peer facilitator]

The examples from people's lives are good. You know they have been through it. [Being participant]

Getting personal, talking to people, that's what makes a difference, not all of the proper stuff like call this number. [Community organisation]

[Through the interaction] you get other people's thoughts which you may not have thought of. [Being participant]



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Tania's Top Tips Tuesday

Tania's Top Tips Tuesdays

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Tania's Top Tips Tuesday

Suzy's Sunday super suggestions



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Suzy's Sunday super suggestions!!!

My super suggestion for this week is about signing contracts with service providers. They can also be called service agreements. Make sure you understand everything in that contract/agreement before signing. If there something you don't agree with then you don't have to sign. Hopefully you have a great service provider who is flexible and you can work on a... See more

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KNOW YOUR RIGHTS!

Talkin' Together is a series of FREE workshops that are a chance to learn about your consumer rights in the NDIS and in everyday life.

We'll be covering a variety of topics during the Talkin' Together chats, and it will be a great opportunity to learn some new skills and to have a space to share your stories, and hear the stories of others who have faced / being experienced with similar health issues.

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All these people have lost money

Are you 60 or over?

A government resident of NSW, and working 20 paid hours or first per week?

They have all been off by scammers.

Apply here now

Co-delivery – overall challenges

- Some topics were harder for peer facilitators to understand.
- There was a need to tailor presentations to the strengths and preferred delivery styles of multiple peers.
- It was hard to get people with disability to attend the workshops in some locations.
- There was some resistance from service providers to consumer rights education.
- There was a need to ensure realistic expectations for peer facilitators, e.g. in terms of how many workshops they could deliver, while managing the short project timeframes.
- It can be difficult for peer facilitators to get to workshops, and not all venues are accessible.
- Participants can ask challenging questions during the workshops.

Co-delivery – challenges by partnership

Partnership	Challenges
Council for Intellectual Disability	<ul style="list-style-type: none"> • Resistance from local service providers to consumer rights education • Not over-extending peer facilitators to lead too many workshops • Travelling long distances for workshops • Last minute changes due to the short timeframe • Balancing flexibility in how workshops are delivered with the consistency that peer facilitators require
Being	<ul style="list-style-type: none"> • Supporting peer facilitators to share stories in a way that is purposeful and not triggering • Managing safe sharing by participants • Not having enough warning about the times and locations of workshops, or enough time with the final material before each workshop • Peer facilitators felt they should have been sitting with peers for delivery
Community Disability Alliance Hunter	<ul style="list-style-type: none"> • Being delivered by a non-Aboriginal organisation • Engaging Aboriginal organisations and managing roles in supporting NDIS participants • Connecting directly with the community because people can have different understandings of disability, be distrustful of government and/or not want to seek help; and, in Newcastle, people are 'over the NDIS' • Keeping the focus, because some people have other immediate needs to be met before engaging in consumer rights education and others were focused on getting support with NDIS planning issues • Limited time to shape, reflect on and further develop the approach – in later stages, they refocused on peer-to-peer conversations • Covering large distances and lots of events with only two peer facilitators • Supporting groups to share safely, considering the impact on others
Diversity and Disability Alliance/ Ethnic Community Services Co-operative	<ul style="list-style-type: none"> • Reaching people with disability directly; more success reaching parents and carers • Some people leaving early because they thought it would be more about the NDIS • Getting confident to deliver the content • Interpreters found the content difficult to follow at first and it can be challenging with multiple interpreters in one workshop

Co-delivery – suggestions

There were a range of different suggestions for improving delivery.

- **Promotion:** Ensure promotional flyers reflect the workshop content (e.g. if the main focus is not the NDIS, do not advertise as an NDIS workshop)
- **Venues:** Find spaces where people can sit in a circle
- **Structure:** Having a series of workshops (where this wasn't the chosen model)
- **Content:**
 - More support to understand what to look for in a contract, e.g. review a contract together so you can understand how you can tell what to look for
 - Real scenarios where you can develop confidence to make a complaint
- **Tailoring:**
 - Content for people at different stages of understanding their rights, and engaging service providers
 - Allow time in the workshop to work out what stage participants are at with engaging with their rights and the NDIS and what information they're ready for
 - Online groups
 - Tailored workshops for young people with disability
 - Workshops for NDIS support coordinators and service providers (from one person)
- **Resources:**
 - Factsheets
 - Small cards with key contacts handed out when explaining who you can contact so it is easy to remember
 - Case studies of how consumers have dealt with particular issues and the result

A wooden fence made of vertical planks with a weathered sign attached. The sign is a piece of light-colored wood with the words 'THIS WAY' in bold, black, sans-serif capital letters. A black arrow is painted on the sign, pointing to the right. The background shows a wooden building and a clear sky.

**THIS
WAY**

**Future
directions**

Factors important to success

- Co-facilitators with the right attitude – openness to learning
- Content and messages tailored to the communication preferences and needs of each target group
- Different delivery approaches to suit different target groups and to suit how the peer facilitators best worked
- People from the local community with strong local connections, to better engage the community
- Face-to-face engagement – online can be inaccessible and it's better if you can ask questions
- Peer facilitators – who make participants feel comfortable and help participants to relate to messages through stories
- Interactive and interesting delivery (e.g. role plays and games) that make the message more engaging
- Two-way conversations – with participants able to share their stories
- Participants being able to ask questions during a workshop (so they don't forget) and at the end (if they want to ask a personal question)

Suggestions for the future

- Use a co-production and co-delivery approach in the future.
 - Allow more time for co-designed, co-delivered initiatives.
 - Reflect on how traditional power dynamics will be managed and how the traditional contract management relationship can become one of shared responsibility.
 - Provide training for Fair Trading staff in working with people with disability, early in the co-design process.
 - Provide tools that can be used to support co-design.
 - Consider ways to gain input from potential participants in workshops about what they want to learn.
 - Provide a structured approach to capacity building and sharing learnings across projects.
- Transfer workshop approaches to engagement with people with disability.
 - Deliver content over multiple workshops when working with people with disability.
 - Use learnings about tailored messaging, stories, interactive content in future workshops.
 - Consider options for continuing to support peer delivery, such as through grant funding.
- Explore further improvements to Fair Trading processes, building on previous work.
 - Increase the accessibility of the Fair Trading website and complaints processes.
 - Share knowledge gained through the project with other areas of Fair Trading.
- Continue to strengthen monitoring and evaluation.
 - Commence evaluation at the start of a project so evaluation can inform ongoing program development – consider options such as empowerment evaluation (Fetterman) and developmental evaluation (Patton).
 - Establish ways of collecting outcomes data from participants in all workshops.