

*Does
collaboration
change
things?*

family stress

chronic health

youth disengagement

big social problems

unemployment

housing



resiliency

thriving

aspiration

better social outcomes

less risk behaviour

self-sufficiency



problems

?

outcomes

What problem-solving processes help us to move from social problems to outcomes?



problems

*inter-agency
collaboration*

outcomes

How can inter-agency collaboration help us to solve social problems?

research question 1

***Does inter-agency
collaboration improve
outcomes? when?***

assumption 1

*changing social outcomes
requires changing what
people, practitioners, and
policymakers do & produce.*

*policymaker
practice*

*practitioner
practice*

*people's
practice*

outcomes

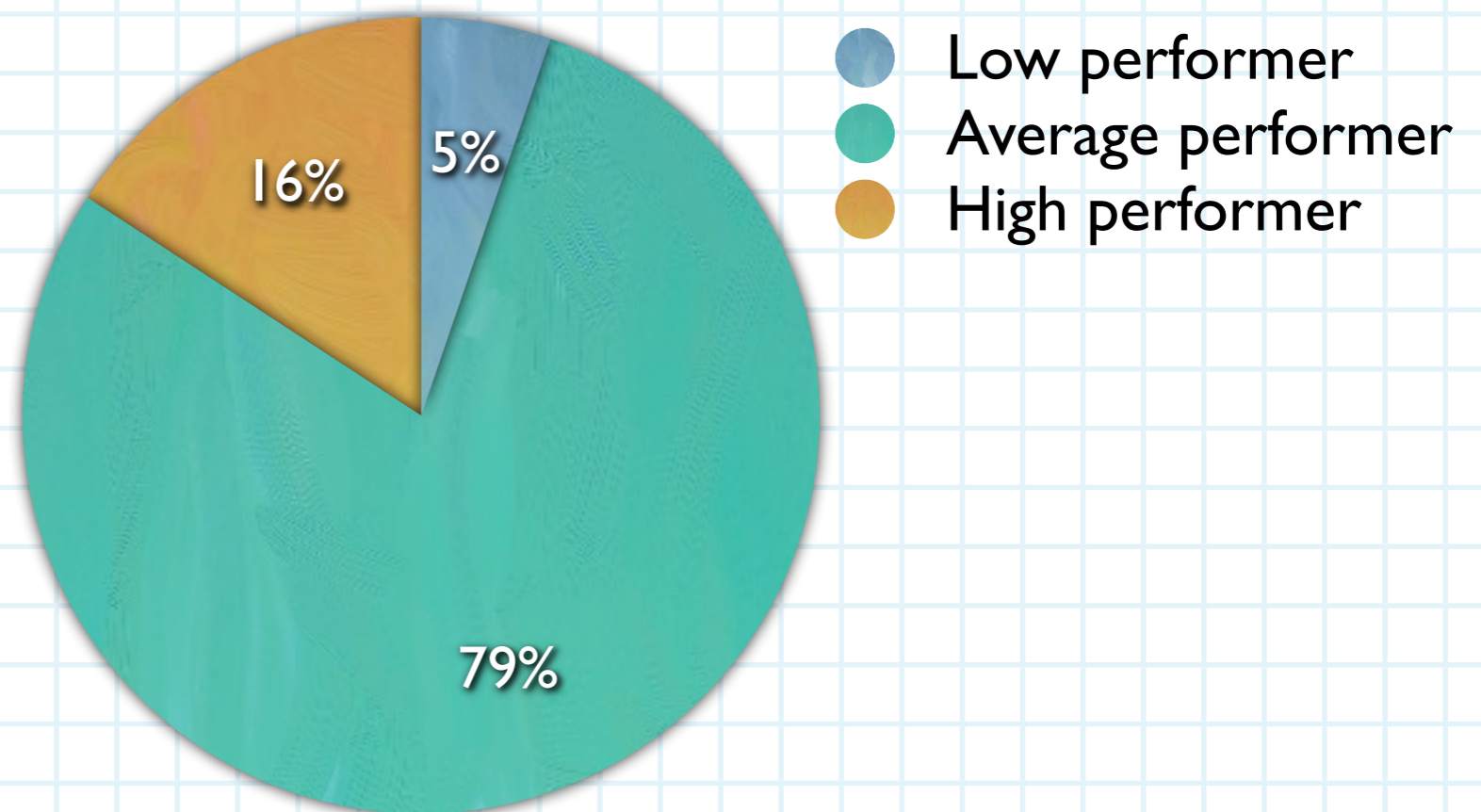
revised research question 1

*Does inter-agency
collaboration change
what civil servants do
& the quality of the
outputs they produce?
when?*

key finding 1

*Most inter-agency collaboration **did not** change civil servant practice or the quality of the outputs produced.*

20 collaboratives in the UK / NZ studied using organisational ethnography, qualitative interviews, & action learning groups



key finding 1.1

Average performing collaborations changed relationships, but not substance.



*high performing =
blended thinking*



*average performing
= separable thinking*



*low performing =
separate thinking*

key finding 2

Blended policy outputs had an explicit & shared logic.

A LOGIC MODEL FROM THRIVING

BASED ON USER RESEARCH WITH FAMILIES

OUTCOMES

We're aiming for ...

FAMILY THRIVING

ALL FAMILY MEMBERS IMMERSSED IN A DEVELOPMENTAL SETTING.

Developmental settings achieve a balance between:

PRESENT
Safety, Routine & Belonging

FUTURE
Goals, Meaning, Skills

COHESION
Supportive Relationships

CONNECTION
Bridging Relationships

BEHAVIOURS

A few early hunches. We will refine this list as we co-design & prototype.

EXPLORING
Families seek out, different experiences, opportunities and ways of doing: they may ask others, watch others, read.

EXPERIENCING
Families connect with different people, experiences & opportunities.

REFLECTING
Families spend some time thinking about what has and hasn't worked for individuals.

MAXIMIZING
Families turn everyday moments into learning opportunities

INVESTING
Families invest time, thought and take action

DETERMINANTS

We can influence behaviour with

?

OUTPUTS

We need to invest in...

?

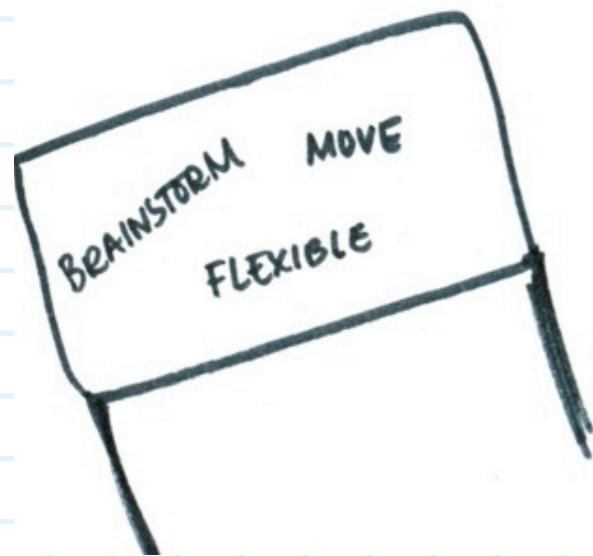
INPUTS

We start with...

?

key finding 3

Blended policy outputs were the result of different civil servant practice.



Interactive vs. didactic spaces

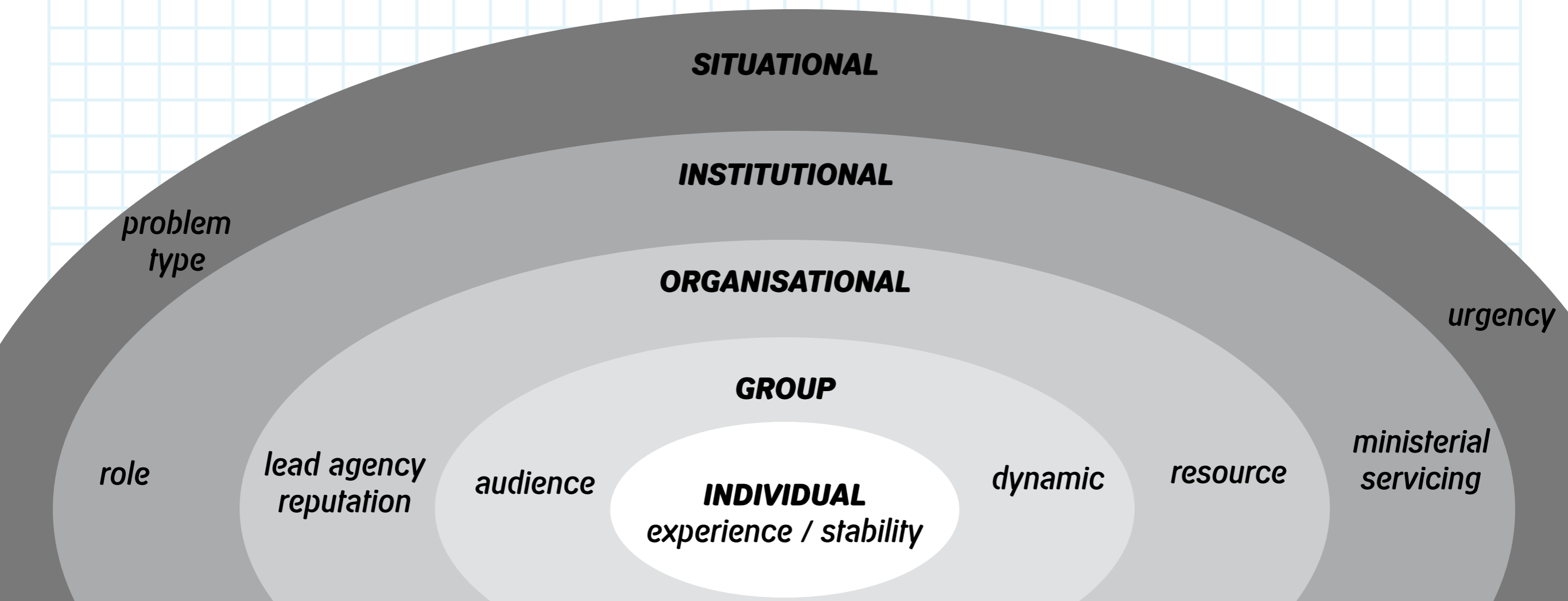
Purposeful vs. preprogrammed sequencing

Critical vs. procedural talk

Ongoing capacity building

key finding 4

Civil servants could practice differently because of a set of enabling factors.





***common user group =
most important enabler***

***knowing who a group works with and for
offers purpose & possibility***

case study 1

NZ youth justice leadership group

Purpose

monitor and report quarterly to Ministers on local youth offending teams, and lead on the implementation of the Youth Offending Strategy

Structure

- 5 core agencies; 11 members*
- Quarterly meetings*
- Social get togethers*
- Yearly reflection session*



Exception

case study 1

NZ youth justice leadership group

MOJ participant: I would also like to see good practice and good outcomes. It has to be something about making a difference.

Police participant: And ensuring our work is aligned, so a coordinated response.

Health participant: So our role is to actually improve outcomes? I don't think we can.

MSD participant: If we cannot, who can? We influence the frontline.

Police participant: Our ultimate outcome is to reduce youth offending.

Exception

case study 2

UK youth matters programme board

Purpose

oversee cross-whitehall implementation of the Youth Matters strategy document

Structure

- 7 core agencies; 20 members*
- Bi-monthly meetings*

Space



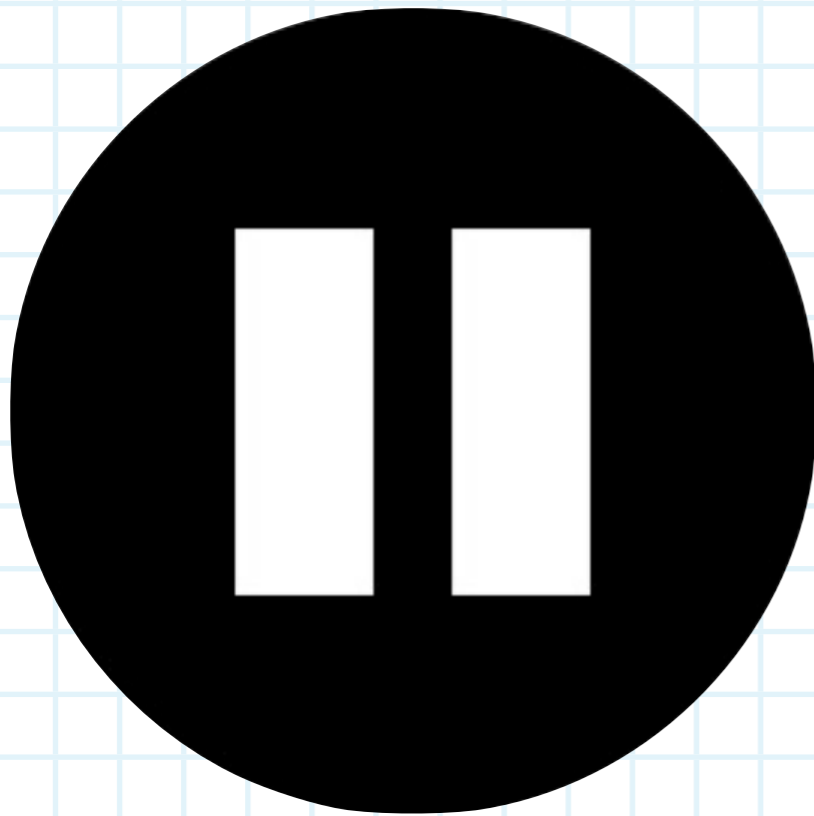
Norm

case study 2

UK youth matters programme board

“what you saw yesterday in the Youth Matters Board was that you’ve got reasonably senior people who sit around a table and they’re all coming from their own agendas and objectives and doing some sharing... But it tends to be that you keep going around the table, and say, from DCMS’ perspective, it is not really collaborative”

Norm



How do these case studies compare to your own experiences with collaborative groups?

*Working
backwards to
solve social
problems*

In With For

THE AUSTRALIAN CENTRE FOR SOCIAL INNOVATION

BOLD IDEAS. BETTER LIVES.



problems

working backwards

outcomes

***can we flip social problem-solving
on its head & start with people?***

A man is shown from the back, shaving his head with a Gillette Fusion Power electric razor. The razor is plugged into a wall outlet. The background is a plain wall with a light-colored fan visible in the upper right corner.

design

useful

usable

delightful



what can design offer to social problem-solving?

policy making

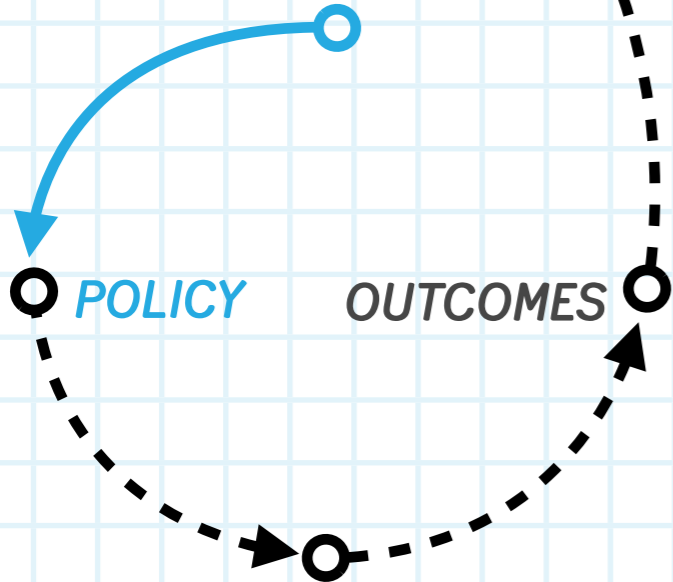
SOCIAL IMPACT

PROBLEM

POLICY

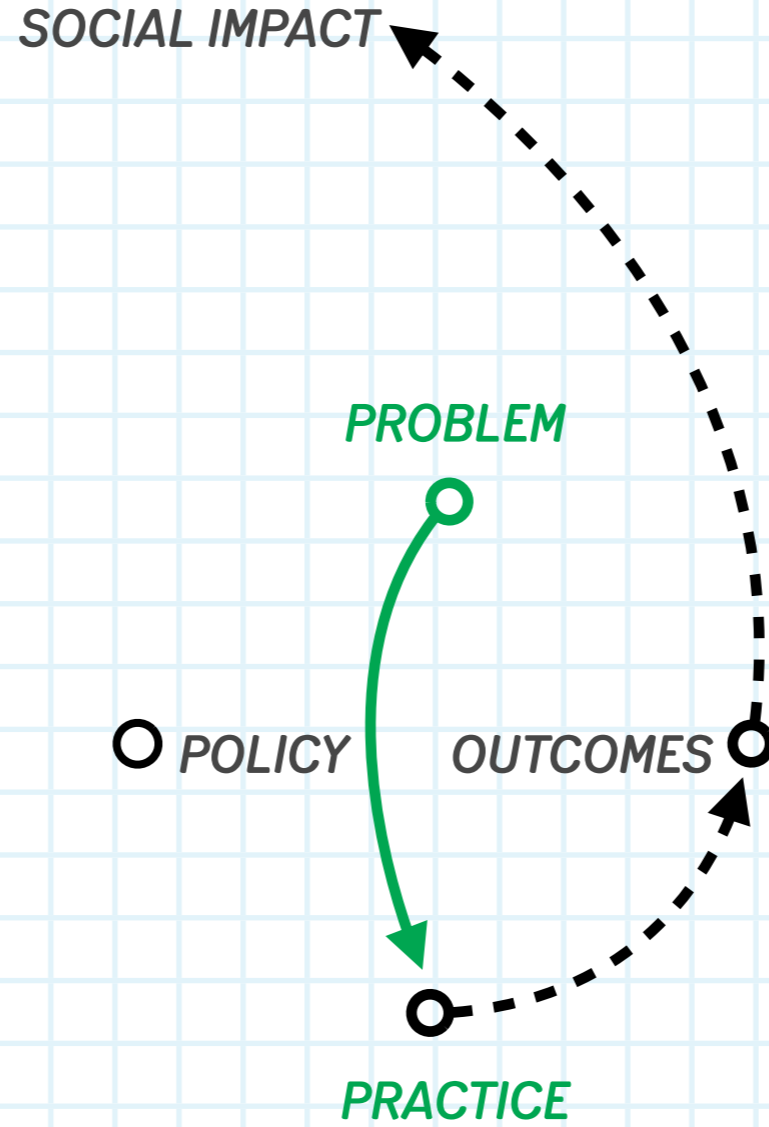
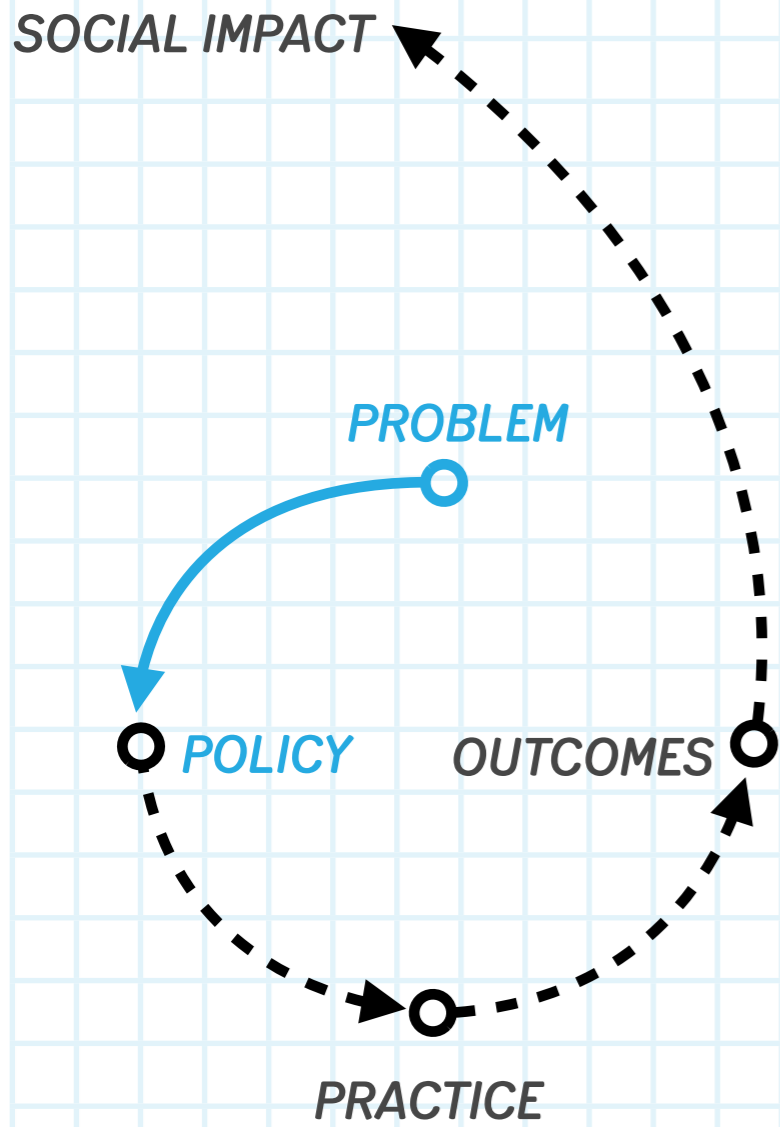
OUTCOMES

PRACTICE



policy making

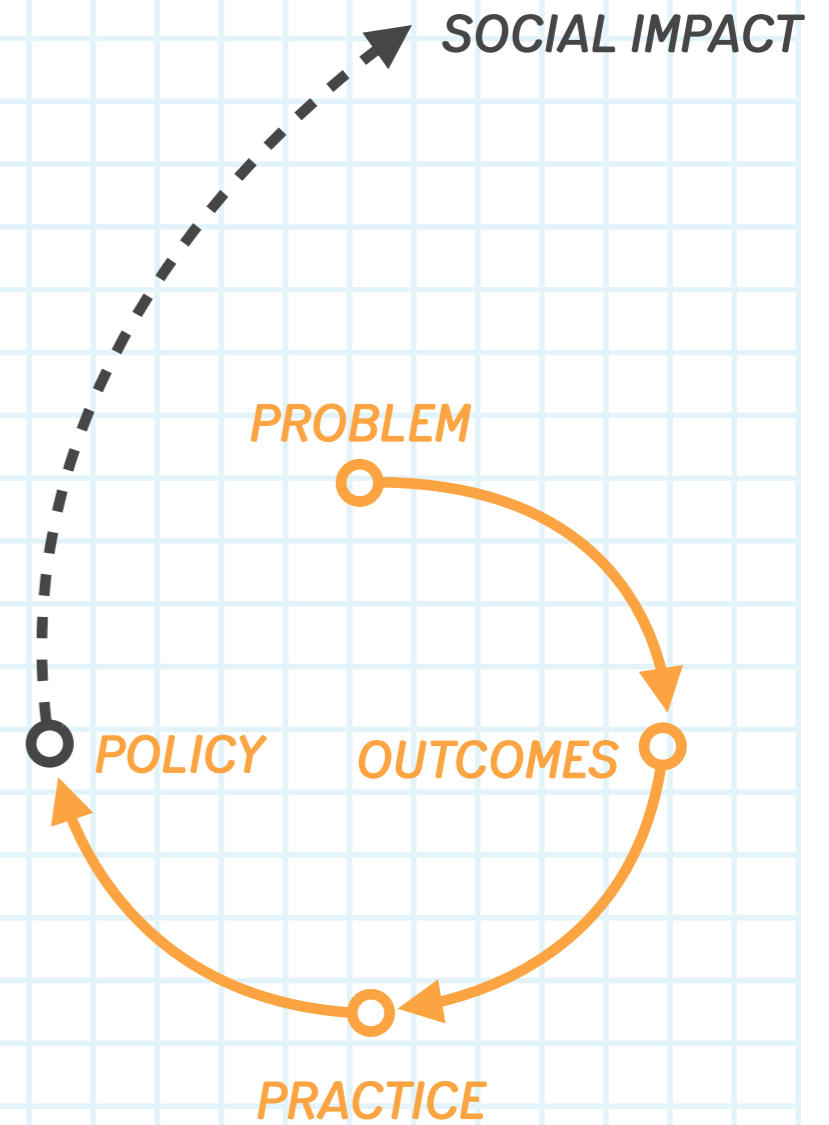
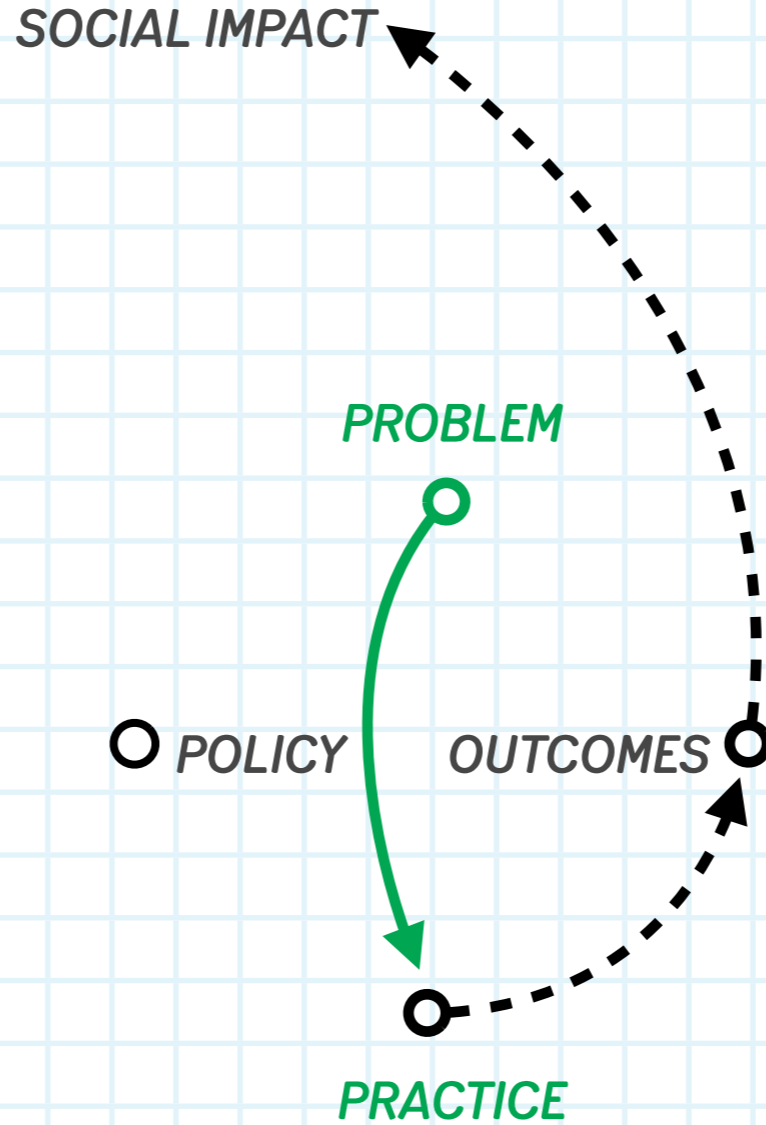
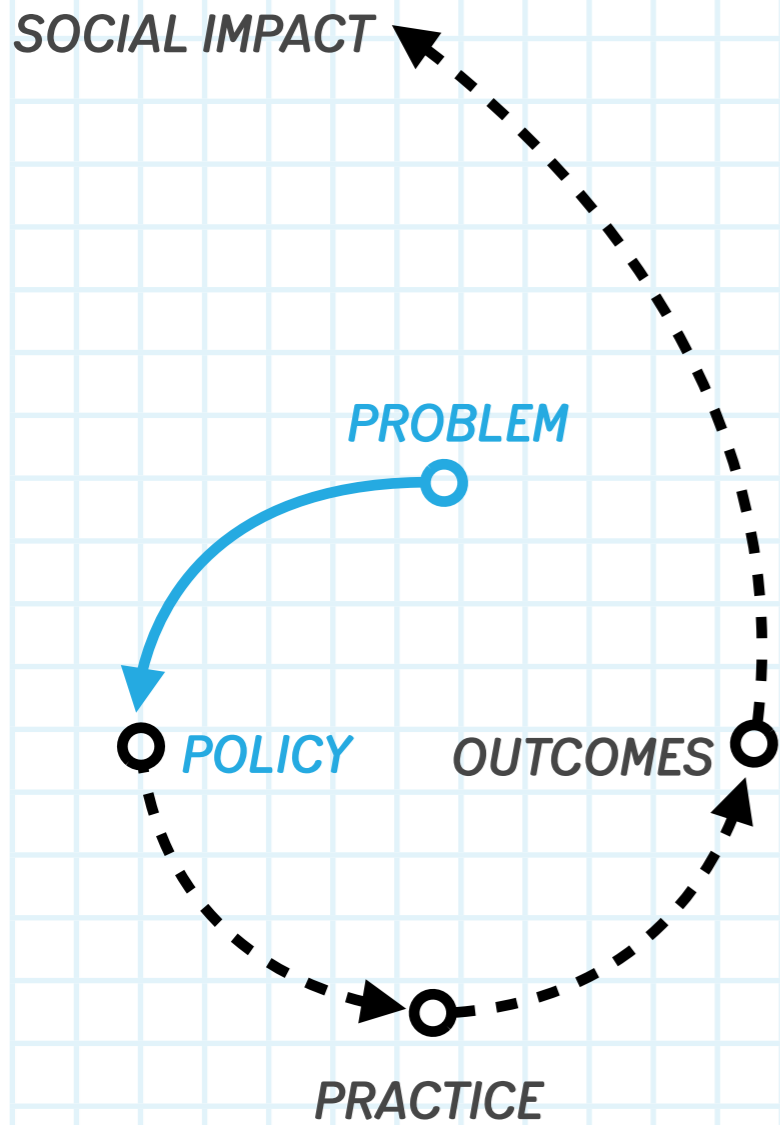
design thinking



policy making

design thinking

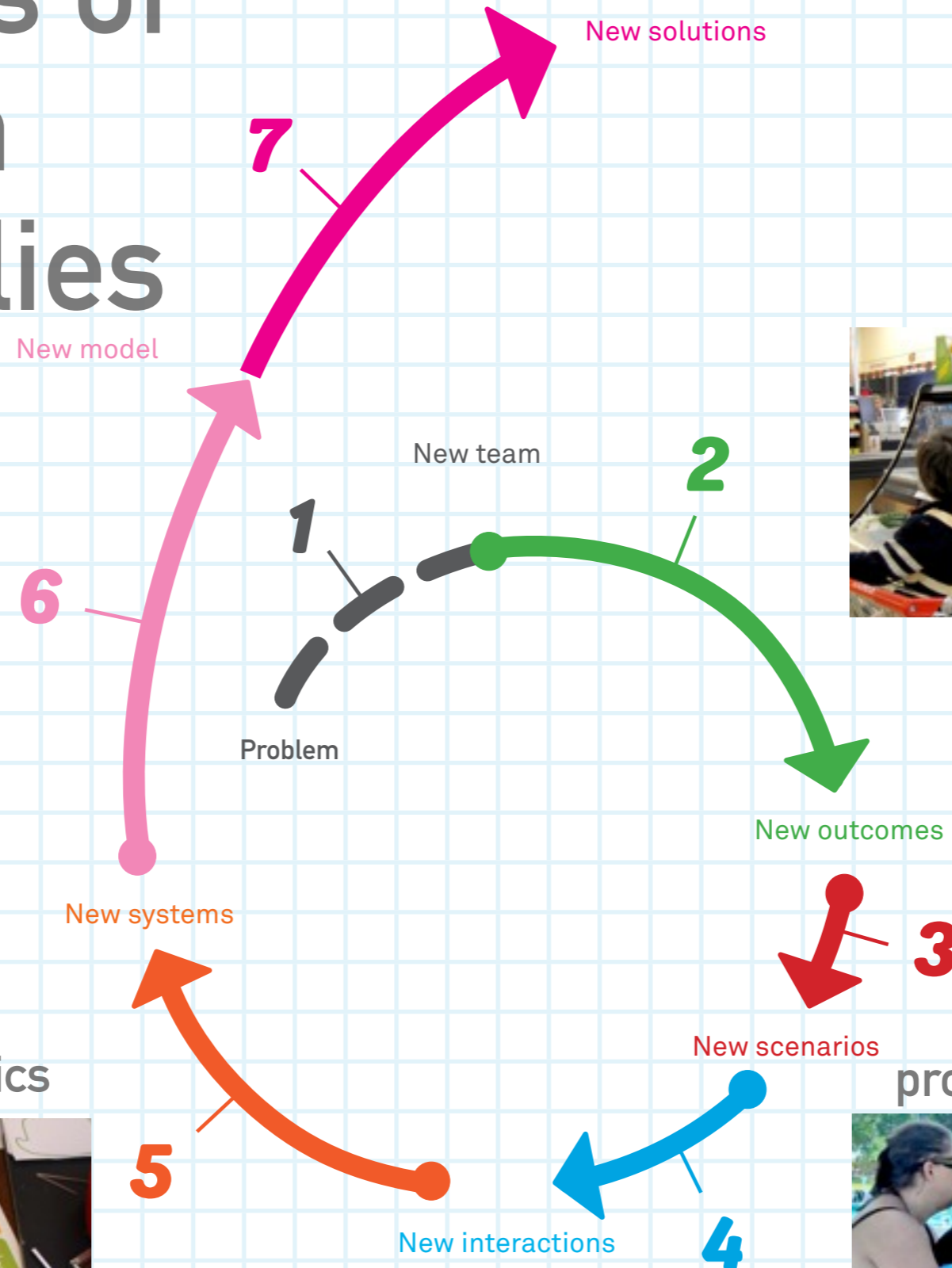
working backwards



our brief

HOW CAN WE ENABLE MORE
SOUTH AUSTRALIAN
FAMILIES TO THRIVE AND
FEWER TO COME INTO
CONTACT WITH CRISIS
SERVICES?

12 months of co-design with families



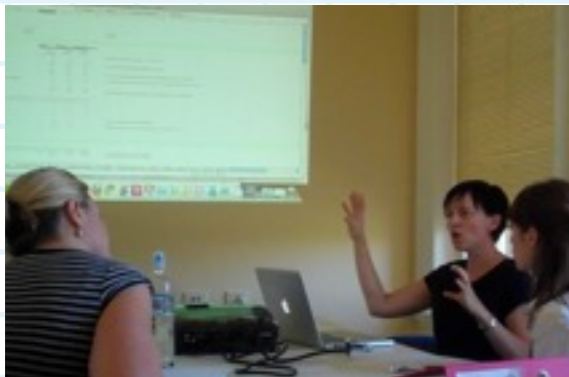
ethnography



co-design



business case



prototyping practice



prototyping metrics





designer

social worker

sociologist (me)

1 great ready
what team fits the problem?



CSI CEO

Academic

NGO CEO

me

Social worker

Head of Policy Families SA

Director, Families SA

1b great ready who can support the team?



2 look and listen
what are good outcomes?



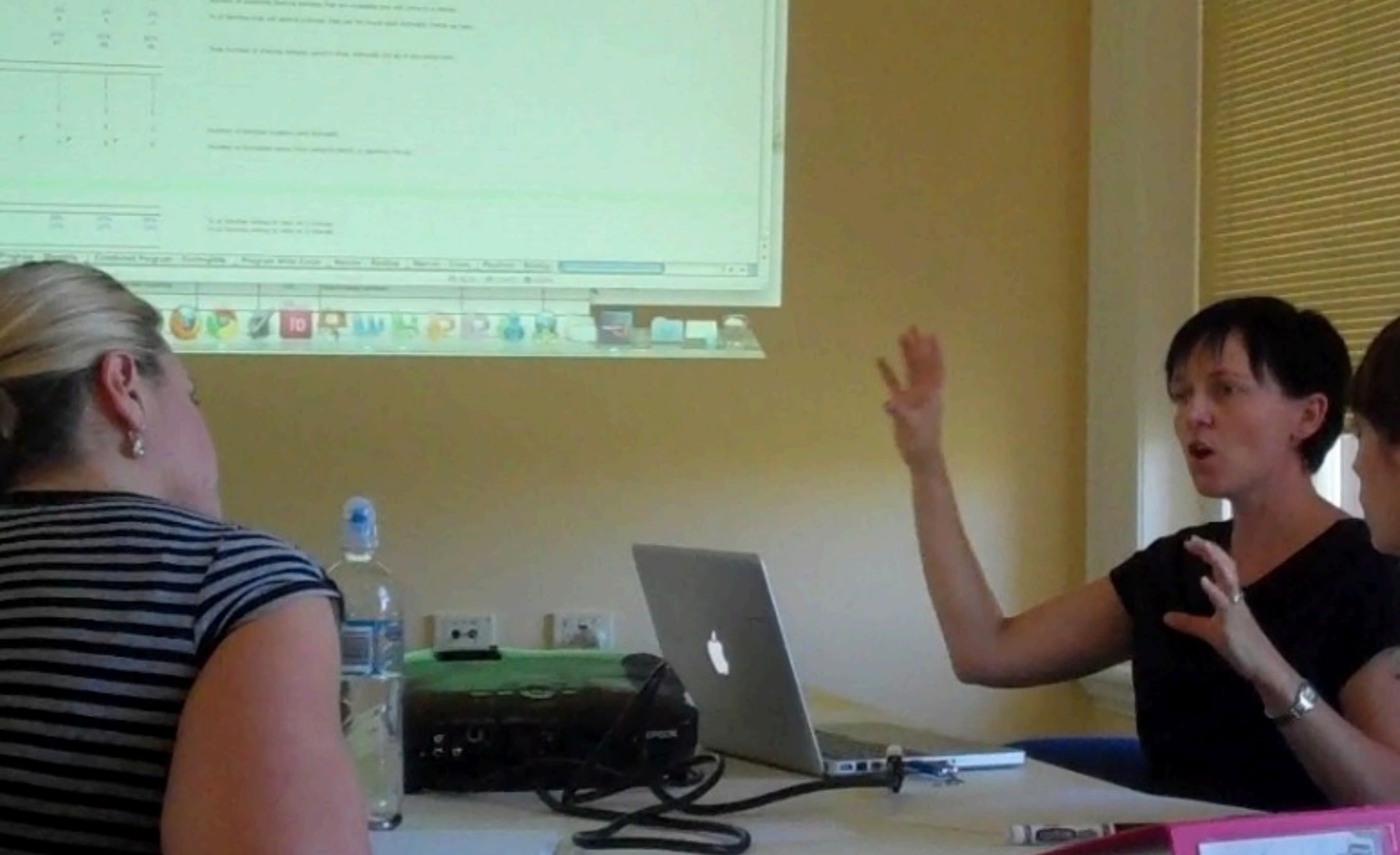
3 create
what ideas could improve outcomes?



4 prototype interactions
what interactions shift outcomes?



5 prototype systems
what supports new interactions?



6 value

what value does the solution create?

FAMILY

BY family

familybyfamily.org.au





events

training

link-ups

the model

coaching

measuring



events

training

link-ups

the model

support

measuring



stuck

in+out of crisis

moving on

wanting more

seeking families



sharing families

we hire & train families that...

- ✓ are open & non-judgemental
- ✓ model thriving behaviours
- ✓ are connected to lots of things in the community
- ✓ can reflect on past experience
- ✓ have more ups than downs now
- ✓ have the time



events

training

link-u

sharing
families

the model

support

measuring



matching

events

training

link-ups

the model

support

measuring



“doing with”

events

training

link-ups

the model

support

measuring



“doing without”

events

training

link-ups

the model

support

measuring



the coach

events

training

link-ups

the model

support

measuring



the yarn

events

training

link-ups

the model

support

measuring

kids 
 changes for me
 name
 start of link-up
 middle
 wrap-up session
 date

no change
 "changes in how your parents act"
 "changes in what your parents say"

some change
 "less worry"
 "feeling safe & stable"
 "trying & learning new things"
 "feeling good about yourself"
 "feeling hopeful"
 "changes in your behaviour"
 "getting along better"

heaps of change
 "amount of family time"
 "enjoying family time"
 "going places outside the house together"
 "saying nice things to each other"

events

training

link-ups

the model

support

measuring



We believe
families know
family best

short movie online

familybyfamily.org.au

co-design versus inter-agency collaboration

- different team*
- different questions*
- different methods*
- different outputs*
- different outcomes*

learn co-design work backwards with us

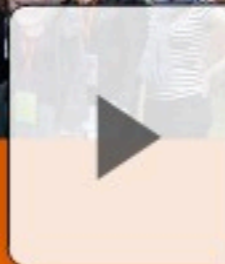
WORK AND LEARN WITH US

OPPORTUNITIES TO JOIN OUR RADICAL REDESIGN TEAM

HOME ROLE WORK&LEARN ADELAIDE APPLY



PLAY SLIDESHOW
Meet the team & see the work



WANTED
POLICY PEOPLE
DESIGN PEOPLE
COMMUNITY PEOPLE
BUSINESS PEOPLE

[BROWSE SLIDES](#) [WATCH A VIDEO](#)

menu twitter share email



1 / 72

view on
slideshare

FIND OUT WHERE YOU COULD FIT

I WORK WITH...



[tacsi.org.au/
joinus](https://tacsi.org.au/joinus)

The significant problems we face cannot be solved at the same level of thinking that created them.

Albert Einstein