Collaborate to CONNECT

Consumers of Mental Health WA
Listen. Advocate. Change.


Wedge Island
Yued Country
Acknowledgement of Country

Recognition of Lived Experience

Introducing the team…

Bridget Clarke (Manager)

Michele Burnlar (Officer)

Jamie Neal (Officer)

Nick Da Silva (Officer)

Introducing our Panel

Briana Toy
(She/They)
Consumer
Advisory
Group

Kim
Hutchinson
(She/Her)
Organisation
al Advisory
Group

Our Mission

In the vast expanse of innovation, the **most valuable resource** isn't technology—it's **the human experience**. Co-design powered by lived experience and a deep understanding of mental health is the fuel that propels us toward truly **inclusive and sustainable solutions**.

Just as starships rely on diverse systems to navigate the cosmos, **community-driven innovation** thrives when we integrate the **voices** of those with **lived experience** of mental health challenges. These voices are **navigational beacons,** guiding us toward solutions that are not only innovative but **deeply human.**

In this new frontier, **lived experience is our compass**, ensuring we work together with empathy, inclusivity, and psychological safety. Together, we can chart a course to a future where **mental health** is not a barrier but a **cornerstone of community strength and resilience**.

What will we deliver?

Through our innovative training program, we will foster:

- A greater understanding of co-design method and practice across Western Australia.
- An increase in psychological safe working spaces for all.
- Stronger connections between organisations and people with lived experience.

Online Training Modules

In-Person Training Modules

Toolbox

Mentoring

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Co-Design Training

FOR ORGANISATIONS WORKING WITH COMMUNITY MEMBERS AND PEOPLE WITH PSYCHOSOCIAL DISABILITY

Online Module
CO-DESIGN 101

Modules:

1. Benefits
2. Design Theory
3. Principles

Specialty Modules

- Facilitating Co-Design
- Co-Designing in Regional Areas
- Co-Designing with Aboriginal Communities

Workshop #1
PLANNING CO-DESIGN

Modules:

1. Intention Setting
- Establishing ownership
- Mental Health & Psychosocial Disability
- Organisational risks
- Safety risks for staff & community
- Power & prvilidge in establishment

2. People & Place
- Staffing a Co-Design project
- Building your project team
- Barriers for organisations working with lived experience
- Facilitation
- Experiencing authentic co-design

3. Project Planning
- Tools for project management
- Recruiting participants
- Risk management
- Establishing evaluation

Mentoring

Workshop #2
IMPLEMENTING CO-DESIGN

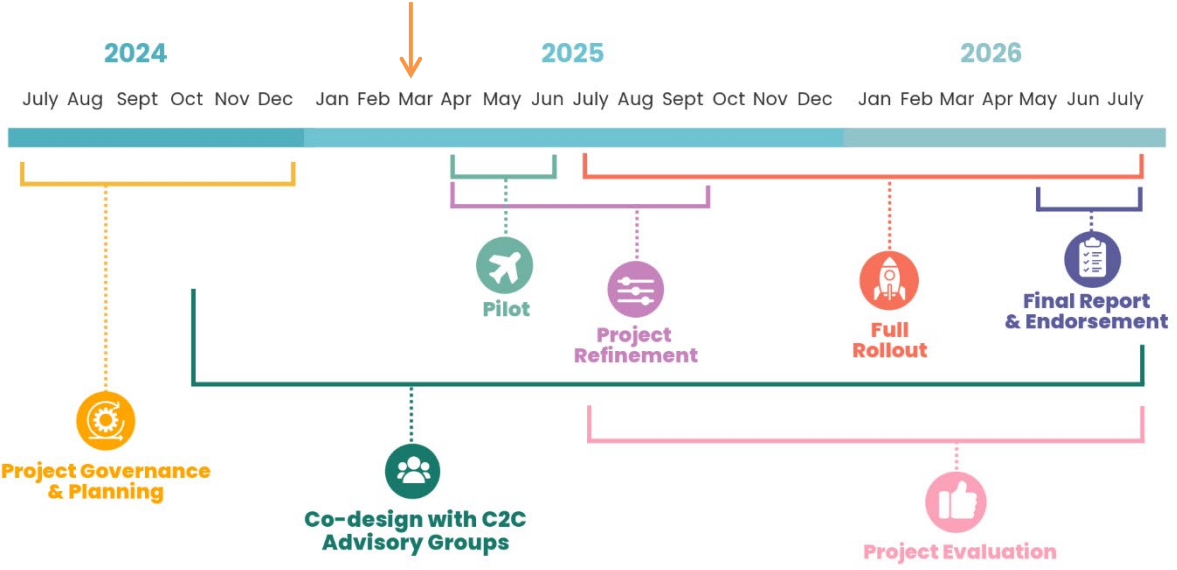
Modules:

1. Authentic Practice
- Assessing authenticity in Co-Design
- Implementing ownership
- Power & privilege in implementation

2. Considerations
- Managing staff turnover
- Community engagement
- Facilitation

3. Impact and Beyond
- Evaluating Co-Design
- Planning for evaluation
- Tools for evaluation
- Measuring social impact
- Implementing long term impact

Collaborate to CONNECT | **Project Timeline**



What we've learned

Defining Co-design

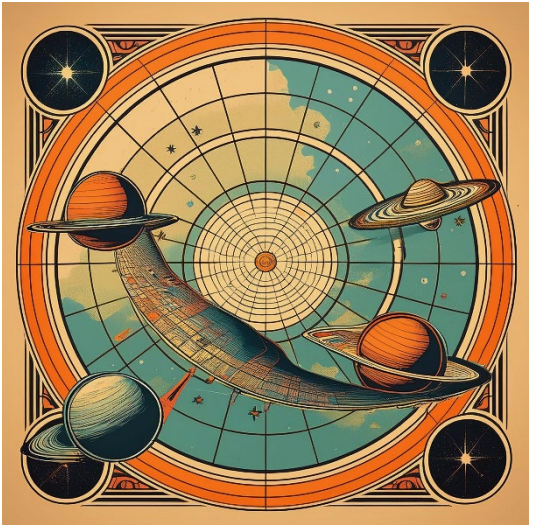
What we've learned

Defining Mental Health

Key Themes:

- **Complexity**: Mental health is dynamic and multifaceted, influenced by personal and external factors.
- **Individuality**: Definitions of mental health vary across individuals, shaped by lived experiences and cultural contexts.
- **Holistic Perspective**: Mental health encompasses emotional, psychological, and social wellbeing and is interconnected with physical health.

Register for Training



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In a small town, a new project was launched with a grant to develop a Community-Based Mental Health Support Hub.

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While the team knew that they were supposed to involve the community in some way, they didn’t fully grasp what "co-design" meant.

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The first focus group was scheduled, and the team showed up with a list of questions to ask the participants.

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The second session was poorly facilitated. This led to several moments where consumers became visibly distressed.

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After these two focus groups, the project team made a hasty decision. They believed they had “completed” the co-design process.

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As the new hub was launched, it was met with mixed reviews. Many community members felt disconnected from the final product and unsure about how it reflected their needs and concerns.

Case Study: The Issues

Lack of Knowledge and Experience	• **Outcome**: Instead of truly co-designing, they consult the community at the end to "check off" the idea, which leads to frustrated community members who feel their input is ignored
No Co-Design Strategy	• **Outcome:** The project becomes disjointed, with consumer involvement being inconsistent and unclear. One group is consulted on paper forms, another on digital tools, but none of it leads to a cohesive vision. Without a strategy, the project lacks direction.
Absence of an Advisory Group	• **Outcome:** Decisions are made based on assumptions about what the community needs, and there is no ongoing feedback loop to ensure the project aligns with real concerns. As a result, the service redesign feels disconnected from the actual needs of the community.
Limited Consumer Involvement in Design	• **Outcome:** Community members feel like their input is too late in the process to make any meaningful change, and many of the issues they face aren't addressed because they weren't part of the ideation phase.
Poor Facilitation and Communication	• **Outcome**: The workshops result in chaotic conversations with little actionable input. Some voices dominate, while others are marginalized, making the co-design process seem tokenistic and ineffective.

Case Study: The Issues

Inconsistent Engagement	• **Outcome**: The lack of continuous engagement results in a fragmented process where community members don't feel invested or like they're part of the solution.
Misuse of Co-Design Terminology	• **Outcome**: This misrepresentation leads to confusion among the community, as they expect a more collaborative and transparent process. Trust is eroded when they realize that their input is only consulted rather than co-created.
Lack of Creativity and Collaboration	• **Outcome**: As a result, the solutions are uninspired, and projects fails to address the unique needs of different community groups. The project lacks innovation, and many participants feel their ideas were ignored.
Lack of Support from Management	• **Outcome**: This may lead to a disjointed and ultimately unsustainable project, with disengaged staff and consumers.
Lack of Transparency with Consumers and Stakeholders	• **Outcome**: This leads to distrust and disengagement from participants who feel their contributions are not genuinely valued.

Making Co-design Authentic

Capacity Building	Develop a Co-Design Strategy .	Establish an Ongoing Advisory Group
Embed Co-Design from the Beginning	Improve Facilitation and Communication	Commit to Continuous Engagement
Be Honest About the Process	Foster Creativity and Collaboration	Enhance Transparency with Consumers and Stakeholders

Thank you for joining us.

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