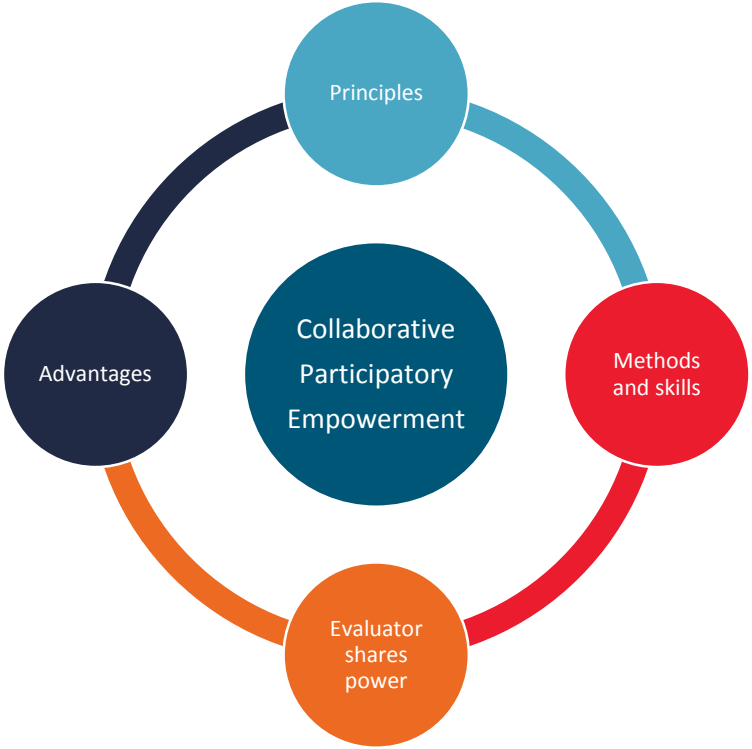
Harnessing the power of co - practical tips

AES Conference - 16 September 2019

Why involve stakeholders

Stakeholder involvement approaches – the similarities



Source: Fetterman et al. (2017). *Collaborative, Participatory, and Empowerment Evaluation: Stakeholder Involvement Approaches.*

So, what's the difference?

Source: Lysy in Fetterman et al. (2017). *Collaborative, Participatory, and Empowerment Evaluation: Stakeholder Involvement Approaches.*

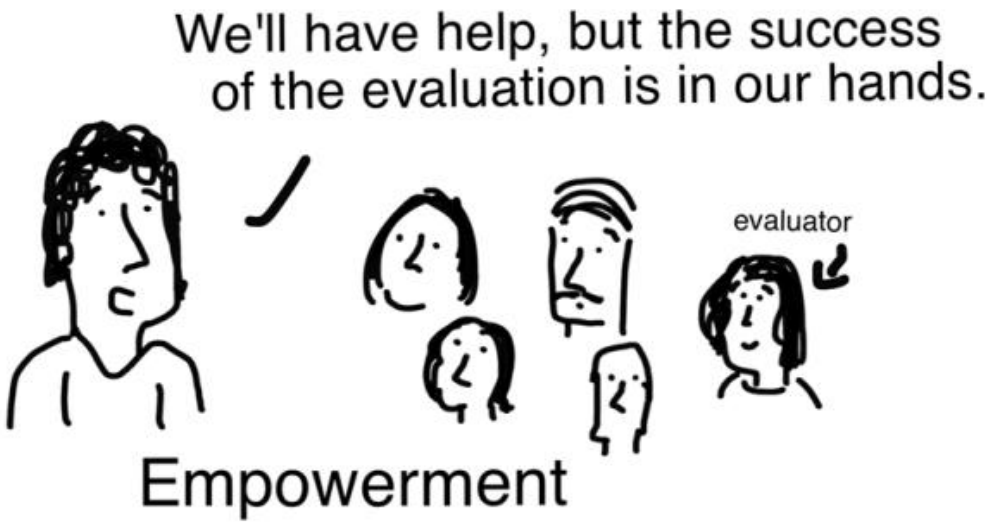
Collaborative evaluation

Source: Lysy in Fetterman et al. (2017). *Collaborative, Participatory, and Empowerment Evaluation: Stakeholder Involvement Approaches.*

Participatory evaluation

Source: Lysy in Fetterman et al. (2017). *Collaborative, Participatory, and Empowerment Evaluation: Stakeholder Involvement Approaches.*

Empowerment evaluation

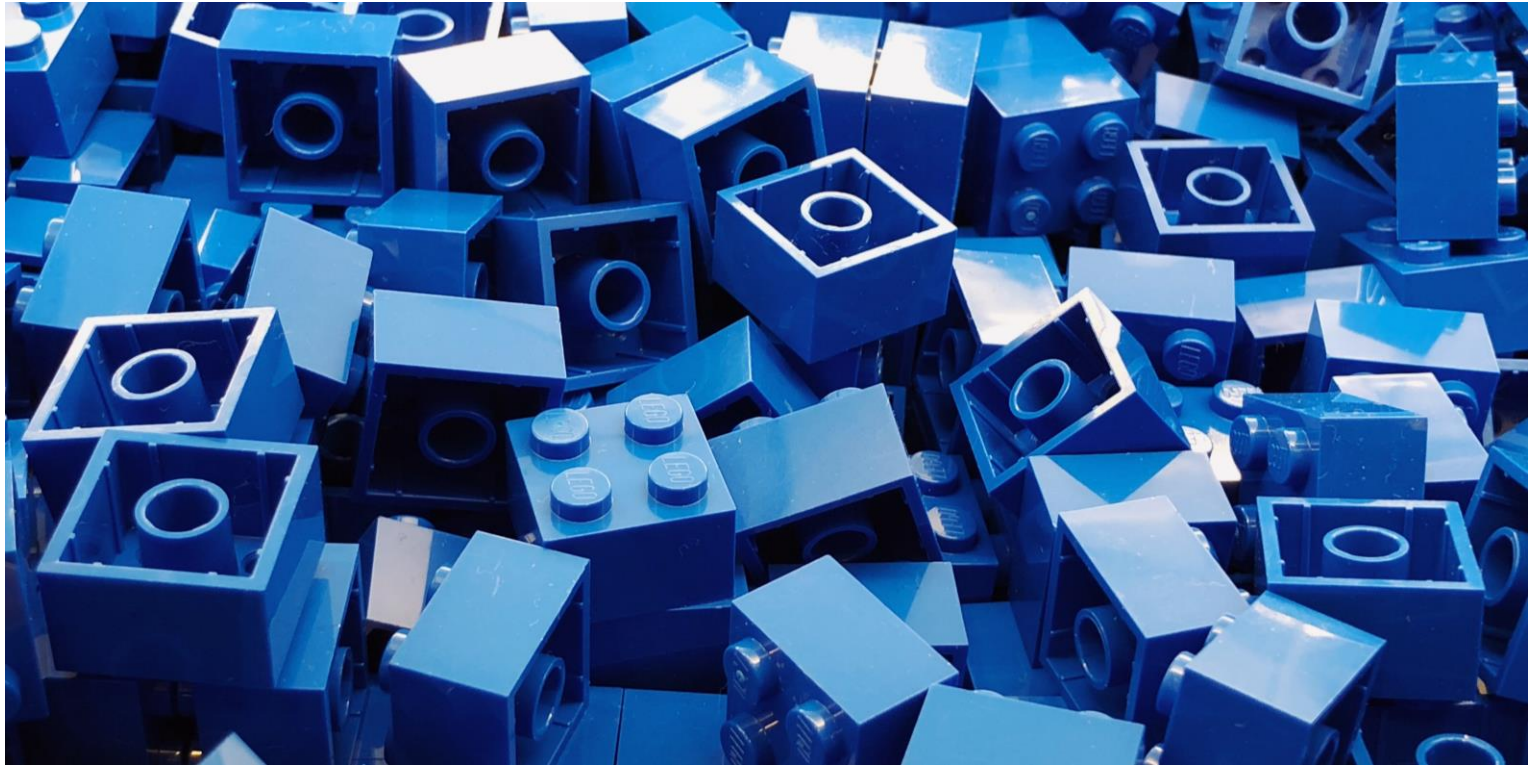


Source: Lysy in Fetterman et al. (2017). *Collaborative, Participatory, and Empowerment Evaluation: Stakeholder Involvement Approaches.*

Your experience

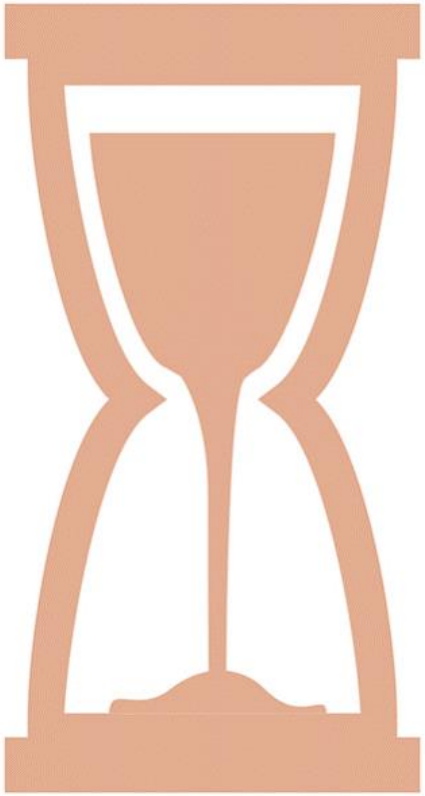
Source: Lysy in Fetterman et al. (2017). *Collaborative, Participatory, and Empowerment Evaluation: Stakeholder Involvement Approaches.*

Case examples



Case examples

Lots of time



Case examples

Building dementia friendly communities

National program to support dementia inclusive communities through: an online Hub, awareness raising, and community grants

National

Community members, organisations, local councils, people with dementia, their families and carers

Case examples

Building dementia friendly communities

Design

- Steering Committee and Dementia Advisory Group (DAG) design workshops
- Survey of people with dementia and their carers to support program design

Data collection

- Evaluation toolkit for community grant projects
- Reflective discussions with community project members
- Video case studies

Synthesis and reporting

- Discussions with individual DAG members to interpret findings

Considerations

- Use dementia friendly language and communications e.g. understand individual preferences, talk directly to the person, use short sentences, ask simple & direct questions, minimise noise and distractions, use clear signage, don't be patronising
- Schedule interviews in the morning to avoid afternoon fatigue; send clear information & reminders
- Use communication channels people are most comfortable with (face to face is generally best)

Case examples

Some time

Case examples

A consumer awareness initiative for people with disability

- A consumer awareness initiative co-designed with peer organisations
- Multiple locations (metro and regional)
- People with intellectual and psychosocial disability (with focus on people from CALD and Aboriginal communities), their families and carers, and government and peer organisation staff

A consumer awareness initiative for people with disability

Design

- Planned workshop structure & questions with consumer researchers
- Tested focus group guides and workshop questions with consumer researchers

Data collection

- Consumer researchers asked questions or observed the workshop
- Consumer researchers observed awareness sessions and supported focus groups

Synthesis and reporting

- Meeting with consumer researchers to test and interpret findings
- Provided with revised findings to review & provide final thoughts

Considerations

- **Working with consumer researchers:** meet in accessible locations ahead of data collection activities, provide options and choice for involvement, be flexible
- **Working with diverse stakeholder groups:** use clear and simple language (consider Easy Read), be flexible, ask straightforward questions, don't patronise, use examples, allow ample time to respond, pay attention to non-verbal signs, refer to more detailed guides for working with specific groups

Case examples

Almost no time

Case examples

A support service for people with disability

Support service to connect people with disability with community employment opportunities and other supports

Several NSW regions

People with disability, their families and carers, and community organisations, clubs and groups, businesses and mainstream services

Case examples

A support service for people with disability

Design

- Not involved

Data collection

- Existing consumer stories collected by the organisation

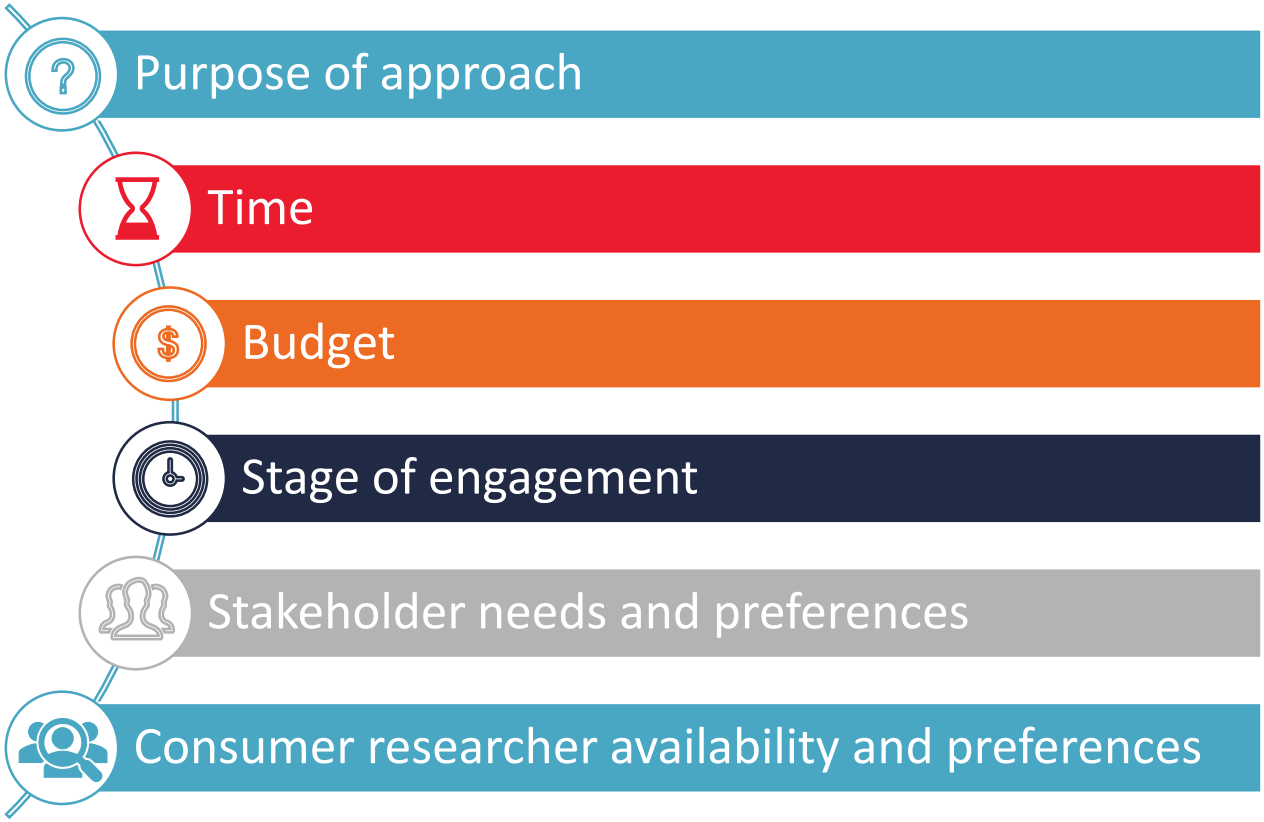
Synthesis and reporting

- Meeting with participants to test and interpret findings

Considerations

- Slow the pace when working with multiple language interpreters and talk to the person not the translator/ support worker
- Don’t rely on visuals alone
- Think about who is sitting where in the room
- Make space for everyone to have a voice

Putting it into practice



Over to you

Q&A

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