

A Focus on Customer and Citizen Participation and Partnerships

Institute of Public Administration Australia

Understanding Co-Production: A Journey through DECD Sites and Services

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Download the presentation from:

<http://tinyurl.com/kbdecd>



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What does citizen participation mean for services?



Tinjeri Children's Centre



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- **Dad's Twilight Playgroup** is a playgroup for dads and male caregivers with children under the age of five.
- **My Time** is a weekly peer support group for parents and carers of children with a disability, delay or chronic health condition.
- **Circle of Security Parenting Program** is an eight week program promoting secure attachments between young children and their parents.
- **Certificate III** in Children's Services is a combination of TAFE lectures and a study group for Aboriginal students undertaking a Certificate III in Children's Services.

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What is co-production?

- An approach emphasizing participation of service users in the *implementation* of public policy;
- Subtle difference from co-construction;
- Both mean taking the hard road: re-engineering services with service-users themselves;
- The product can be a more effective, efficient and economically viable services in the long run.



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Article 12 of the Convention on the Rights of the Child states that:

States Parties shall assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child.



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What is co-production?



- Innovative South Australian Learning to Learn Programme
- Shift away from more traditional structures of learning
- Academy of Innovative Learning



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How can children and young people add value to services more broadly?



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“We, the students are responsible for all financial record keeping. With a turnover of \$15 000 per year and over 30 consignors, we work hard to balance the books. We learn a lot about providing customer service.”

Mypolonga Primary School website



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Questions?



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