

ARC Linkage: Improving food relief services in Australia

Co-design discussion guide for facilitators

HOMEWORK FOR FACILITATORS: ask to take photos of the site, areas that could improve service delivery, quality etc.

PART 0: Introduction Duration: 15 minutes	Outcomes
<p>TO START WITH, ALL PARTICIPANTS SIT AROUND ONE BIG TABLE</p> <p>1. Familiarisation – icebreaker</p> <p><i>“Welcome everyone and thank you very much for agreeing to participate in this session. My name is [name], I work at the Centre for Social Impact at Flinders University. I’m a mother of three and an advocate for fairness and health in our communities. My colleague [name], will introduce themselves in a moment.</i></p> <p><i>“Thanks to [names] for hosting us today. [organisation name] is collaborating with our Centre, other food relief providers, and the Government of South Australia after we got a research grant from the Australian Government to work with food relief services. We are looking more closely at the principles in the South Australian Food Relief Charter, and working out how to turn the advice in this document into practices that can help food relief staff and volunteers to provide efficient and effective services.</i></p> <p><i>Before we get into the session, I would love to get to know who is here today. If everyone is happy to say a few words, can we go around to room and share:</i></p> <ul style="list-style-type: none"> • Your name • What role you do at [food relief service], and • Why did you first come to [food relief service]? <p><i>Your challenge is to try and keep your introduction to under 30 seconds! I’ll start to see if I can do my own challenge: ...My name is Tahna. My role is a researcher, working with Foodbank SA and other food relief providers. I first came to this food hub earlier this year when I met [management names].</i></p> <p>2. Explain purpose of the session</p> <p>BACKGROUND: Thanks for introducing yourselves and sharing your different experiences. Now just to explain why we are doing this session today. Everything we see in our communities is ‘designed’, but not everything is ‘intentionally designed’ to ensure good outcomes – this includes services such as community centres, programs and retail outlets. Our research team works with different food relief providers, and we want to make sure food relief service activities can be intentionally and collaboratively designed with the people that use them, the volunteers and staff. We hope this can result in improved outcomes, more effective services, and better experiences for everyone. This is called co-design.</p> <p>So for today, you’ll note that we begin with questions, not solutions. We come with curiosity, not certainty. We’re here to learn with and from people who have ‘lived experience’ and with people who experience food insecurity. We invited you here because we believe that you are the experts in providing food and other services.</p> <p>We’ve invited a range of people because diversity is our strength. We invite openness and honesty and trust that your personal experiences will be kept confidential. This is a safe space.</p> <p>We have deliberately included only staff and volunteers here today – to ensure that customers and clients can have their own ‘safe space’, those sessions are being held as interviews with another member of our research team.</p> <p>What we’re starting today is a process, not an event – while today’s session looks like a one-off, we will continue to work with this agency over two years to enable changes or ideas where they get created today. Together we need to feel safe to ‘fail’, making and implementing changes over time</p> <p>PURPOSE: The purpose of today’s session is for all of us to work together to generate ideas that would be most effective in delivering good service and checking progress within food relief services. This is your chance to have a say. Tell us what works for you, what doesn’t and what you’d like to see in the future. So, we are interested in your honest opinions and past experiences. It is ok to have different opinions, in fact we welcome it in these co-design sessions, so please speak up. The outputs will be confidential, and you won’t be identified in any of the information recorded.</p>	<p>Get to know each other</p> <p>Make participants feel comfortable</p> <p>Inform participants of the purpose and nature of the session</p> <p>Give a general background to the research ethics requirements</p> <p>Orient towards session outcomes</p> <p>Make sure participants know what to expect</p>

<p>ETHICS: Because we are doing this as part of a research project, we have been given Ethics approval by Flinders University. As part of the process, we need to tell you about your rights and how the data will be used. This is on the information sheet that you received earlier. Does anyone have any questions about that information before we begin?</p> <p>We will protect your privacy. If we record or photograph anything today, it will only be used for research purposes and to create new tools/resources for improving South Australian Food Relief services. The booklets you complete have no ID on them, we only collect generic information. We'll collect the Consent form of that form if everyone is happy to sign that now. Please help yourself to the drinks and nibbles provided at any time.</p> <p>GET PARTICIPANTS TO SIGN CONSENT FORMS AND COLLECT</p> <p>3. Describe what happens in the session</p> <p>Our session will run for approximately 90 minutes and will consist of four parts:</p> <ol style="list-style-type: none"> 1. First, we would ask you to provide your views using the booklets in front of you 2. Then we'll ask you to look at some past tools and resources, which have been developed previously, to support good practice in food relief providers/services 3. We will then ask you to be creative and help develop NEW creative ideas that, in your opinion, could help you and other volunteers to provide a great service for people needing affordable food or social supports 4. Finally, we will get each group to pitch us your new ideas for 2 minutes each. 	
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PART 1: Individual word tasks in BOOKLETS Duration: 10 minutes	Outcomes
<p>4. Sensitising</p> <p>INDIVIDUAL BOOKLETS & COLOURED PENS ARE DISTRIBUTED TO ALL PARTICIPANTS</p> <p>Ok, we are going to start with a couple of activities to help us all warm up, and to stimulate our thinking. Please open the booklets in front of you. The first thing we are going to do is show you some different words.</p> <p>Write down the first thing that comes to your mind for each word. Don't think too much about it, just whatever pops into your head first. Remember there aren't any right or wrong answers we are really interested in what YOU think.</p> <p>When you finish this task, the next task on the next page is to complete unfinished sentences with whatever ideas first come to mind.</p> <p>TO BREAK THE SILENCE, DO A QUICK DISCUSSION ABOUT WHICH TASKS WERE HARD AND WHICH EASY – GOING THROUGH KEY QUESTIONS</p>	<p>Understand participants' language in their own words, as well as their views and opinions on good practice</p> <p>Identify possible behaviours and organisational enablers, barriers and motivators</p>

PART 2a: Individual evaluation of past examples in BOOKLETS Duration: 10 minutes	Outcomes
<p>Now we would like to move to the next task. In your booklets you will find example of some past service provision features, tools and resources, which have been developed previously, to support good practice in food relief services. Each page has different examples, most of them were delivered in Australia.</p> <p>Now, take a few minutes by yourself to review each campaign and using colours pens and the emoji faces – they are happy/positive, neutral/unsure, or sad/negative faces near each idea – please circle which one reflects your feeling about each idea.</p> <p>Don't think too much – we are after your first impression. If you have any other comments about each idea, please write on the white margins. Make sure to go through every page.</p> <p>Please also complete the questions on the last page, these are anonymous too.</p> <p>FACILITATORS TO COLLECT INDIVIDUAL BOOKLETS, PROVIDE NEW SETS OF PAST IDEAS FOR EACH TABLE</p>	<p>Get individual first impression on different ideas</p> <p>Make participants aware of what constitutes 'good practice' in food relief service</p> <p>To demonstrate a broad range of ideas that could be used</p>

<p>NOW DIVIDE ALL PARTICIPANTS INTO SMALLER GROUPS OF 3-4. SUGGEST PEOPLE SEPARATE FROM OTHERS WHO HAVE PRIOR RELATIONSHIPS (I.E. FRIENDS, PARTNERS)</p>	
<p>PART 2b: Small Groups evaluation of past examples Duration: 20 minutes</p>	<p>Outcomes</p>
<p>IF USING, ENSURE NUMBERED RECORDING DEVICES ARE ON EACH TABLE</p> <p>DISTRIBUTE PAPER, OPTION TO PRE-LABEL 'LIKE', 'NEUTRAL' 'DISLIKE' (MIRROR THE 'FACES')</p> <p><i>We now would like you to discuss in your groups what you liked or disliked in the past examples designed for food relief services. Please write down the ideas you liked and disliked and why.</i></p> <p>PROMPT FOR REASONS FOR LIKING/DISLIKING SPECIFICALLY:</p> <ul style="list-style-type: none"> • <i>Have you used any of these tools before while working here? Which? Why?</i> • <i>What was valuable about these tools?</i> • <i>What stopped you from using these?</i> <p>THEN ASK TO INDICATE WHICH TOOLS WOULD BE A GOOD FIT FOR THIS FOOD RELIEF SERVICE</p>	<p>Initiate small group dynamic and collaborative thinking and writing</p> <p>Understand opinions on past resources – what they liked/ disliked, why.</p> <p>Start facilitating ideas of how past resources could be improved.</p>
<p>PARTS 3 AND 4: Small Group generation of new ideas + 2-min pitch Duration: 30 minutes</p>	<p>Key Outcomes</p>
<p>5. Facilitation</p> <p>DISTRIBUTE PAPER, COLOURED TEXTAS, POST-IT NOTES</p> <p><i>Now we would like you to develop new ideas within your teams which you think could help to support 'good' practice in food relief services.</i></p> <p><i>Please use the big paper and any coloured post-it notes, pens, and drawings to create a visual concept for your idea.</i></p> <p><i>In about 20 minutes we will ask each group to present 2-minute group pitch explaining your idea.</i></p> <p>OPTIONAL FOR 2-MIN PITCH: USE VIDEO/AUDIO RECORDING AND TAKE PHOTOS</p>	<p>Generate innovative user-generated ideas on ideas which may be incorporated into future practice.</p>
<p>PART 4: Evaluation, thank you and closing Duration: 5 minutes</p>	<p>Key Outcomes</p>
<p>5. Evaluation</p> <p><i>It was great to hear all your ideas. We have reached the end of this session - thank you all again for your valuable time, ideas and energy.</i></p> <p><i>What we will do with the information created today is use it for informing food relief services, and reporting for our research purposes. We will be continuing to work with [organisation name] through this and next year, so you can find out in future how your creations have made a difference!</i></p> <p><i>If you have any feedback on our session today please come and have a chat with us. Also, if you think of anything else after today or have any questions, please feel free to contact us directly at Flinders University. Our contact details are in the information sheet.</i></p> <p><i>Thank you again for participating and I hope we meet again another day!</i></p>	<p>Finalise the discussion/ group work.</p>