

**WE ARE CONTINUALLY FACED
WITH A SERIES OF GREAT
OPPORTUNITIES BRILLIANTLY
DISGUISED AS INSOLUBLE
PROBLEMS** JOHN GARDNER

THE AUSTRALIAN CENTRE FOR SOCIAL INNOVATION
CAROLYN LOCKETT & SARAH SCHULMAN

new
services

new
programmes

new
projects

new
pilots

in.no.va.tion

-noun

1. something new or different introduced

new
products

new
funding
streams

new
social enterprises

new
partnerships

new
initiatives

new
experiences

new
behaviours

new
policy

new
practice

in.no.va.tion (redefined)

- **noun**

2. something different and better introduced

new
aspirations

new
outcomes

design thinking

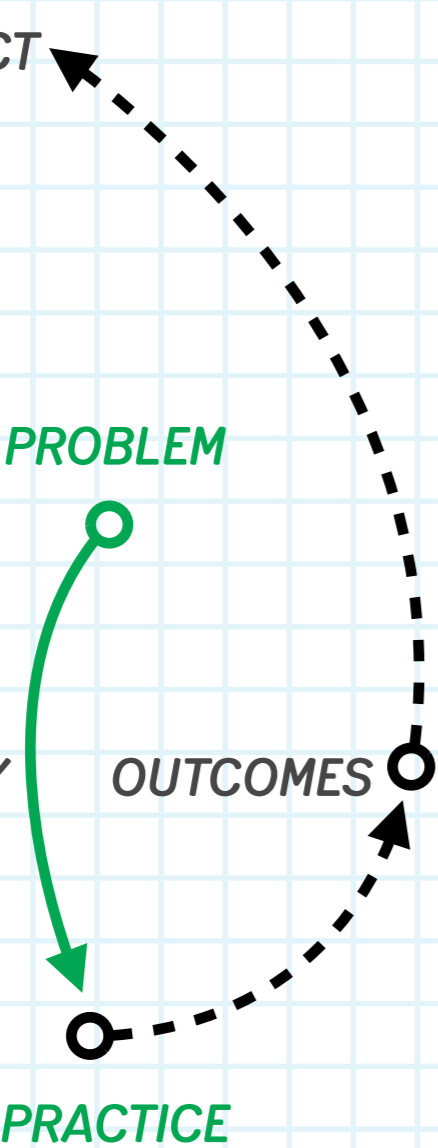
SOCIAL IMPACT

PROBLEM

POLICY

OUTCOMES

PRACTICE



design thinking

policy making

SOCIAL IMPACT

SOCIAL IMPACT

PROBLEM

PROBLEM

POLICY

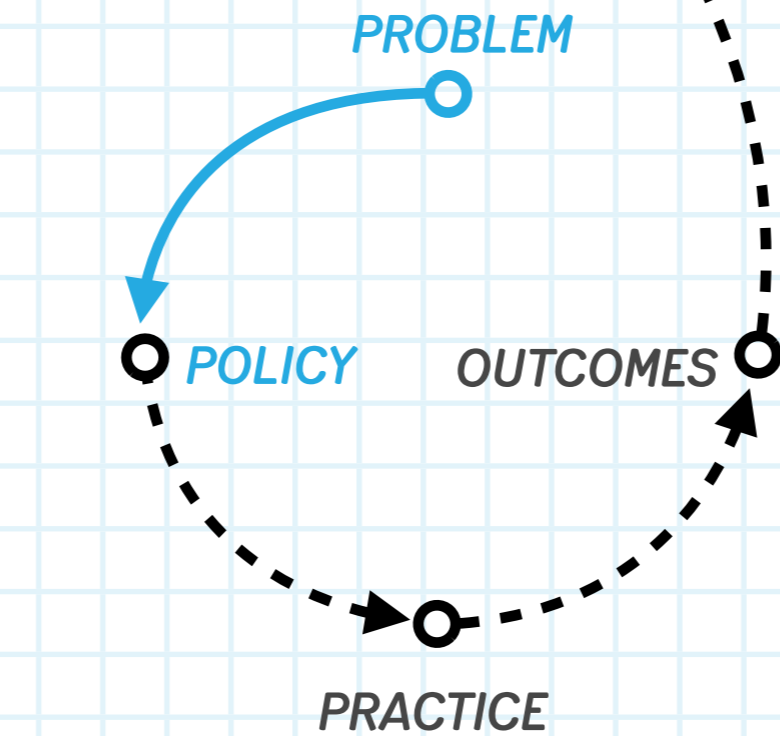
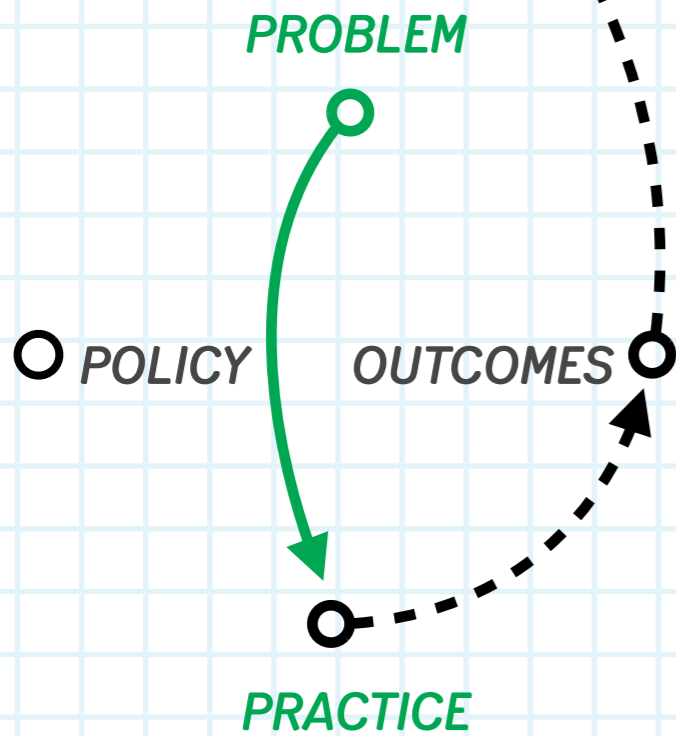
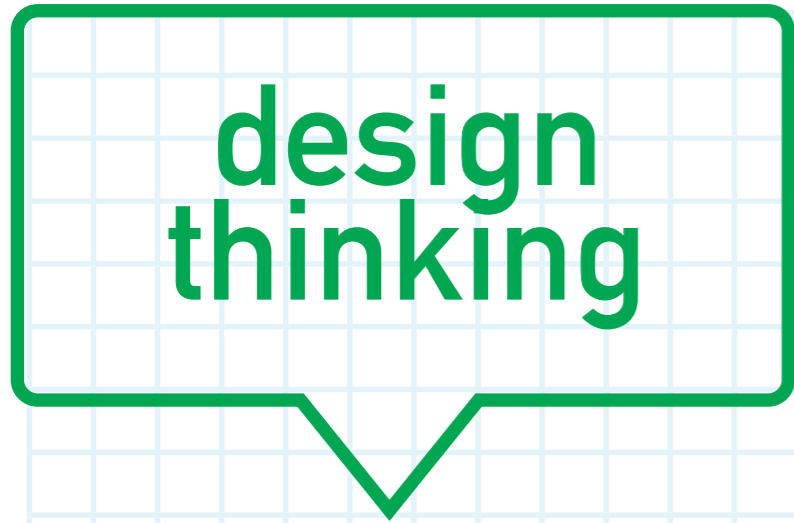
OUTCOMES

POLICY

OUTCOMES

PRACTICE

PRACTICE



design thinking

policy making

working backwards

SOCIAL IMPACT

SOCIAL IMPACT

SOCIAL IMPACT

PROBLEM

PROBLEM

PROBLEM

POLICY

OUTCOMES

POLICY

OUTCOMES

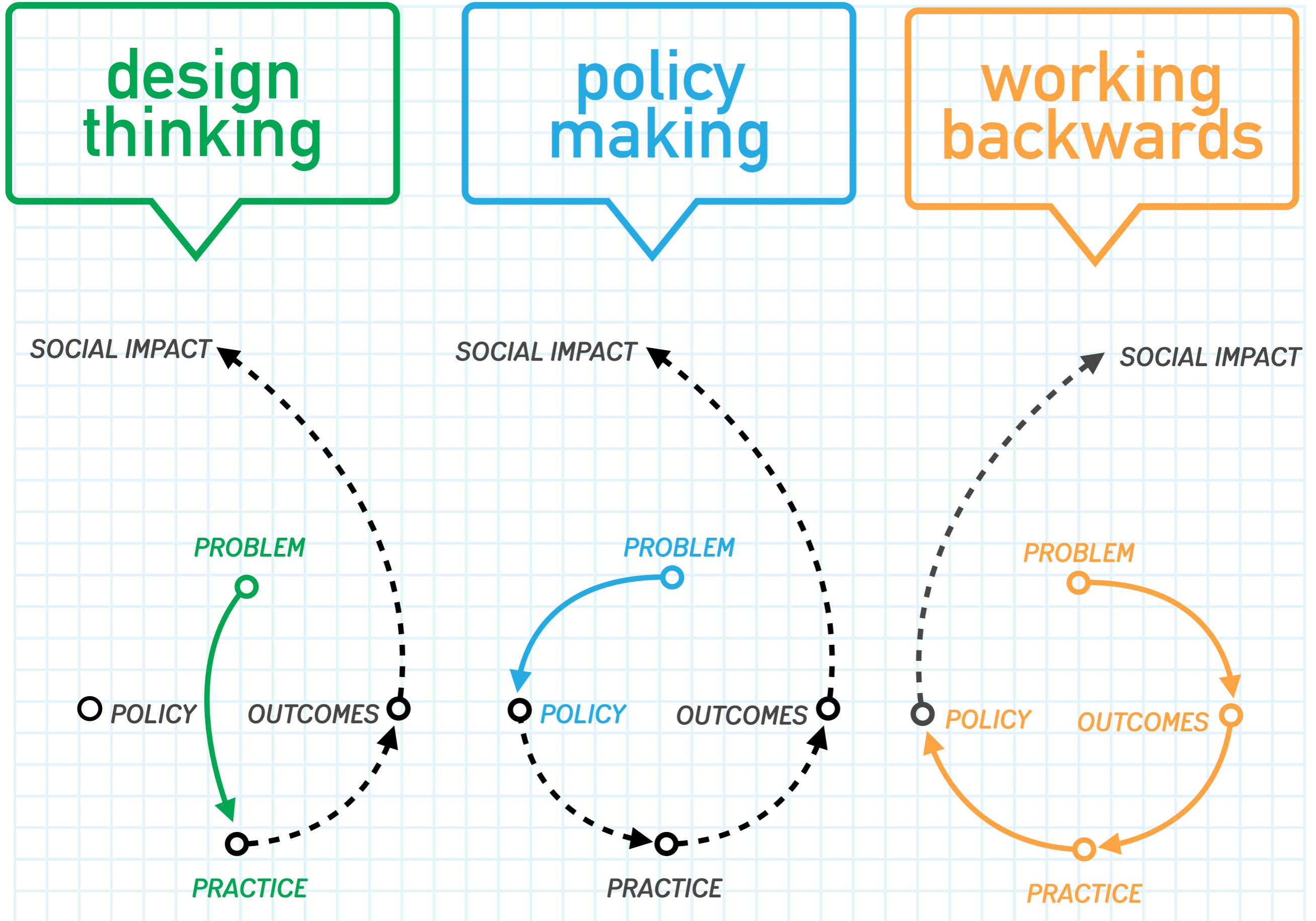
POLICY

OUTCOMES

PRACTICE

PRACTICE

PRACTICE





project brief

redesign child protection services

system outcome
people outcome

fewer families in system
more families thriving

BUILD
How can we scale
policy & practice?

LOOK
What is thriving?

TEAM:
DESIGN THINKING
+ SOCIAL WORK
+ SOCIAL SCIENCE
+ POLICY
+ BUSINESS

Month **0**
Problem

New outcomes

CREATE
What practice could
enable thriving?

New policy

New scenarios

**PROTOTYPE
POLICY**

New practice

How can policy
support practice?

How can we make
good practice happen?
**PROTOTYPE
PRACTICE**



RECRUITING FAMILIES



DINNER AT HOME



ETHNOGRAPHIES



CO-DESIGN AT HOME

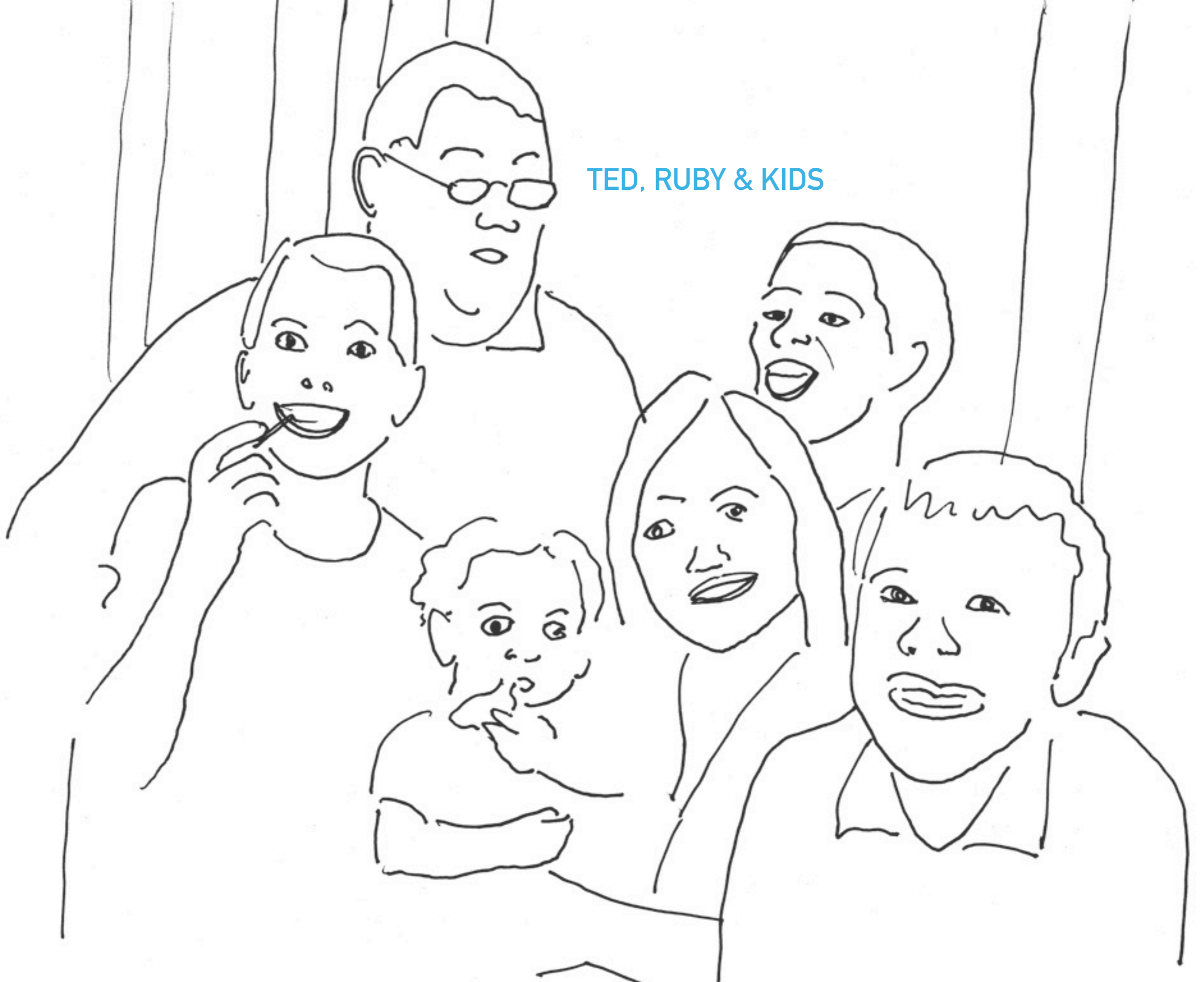


ANALYSIS

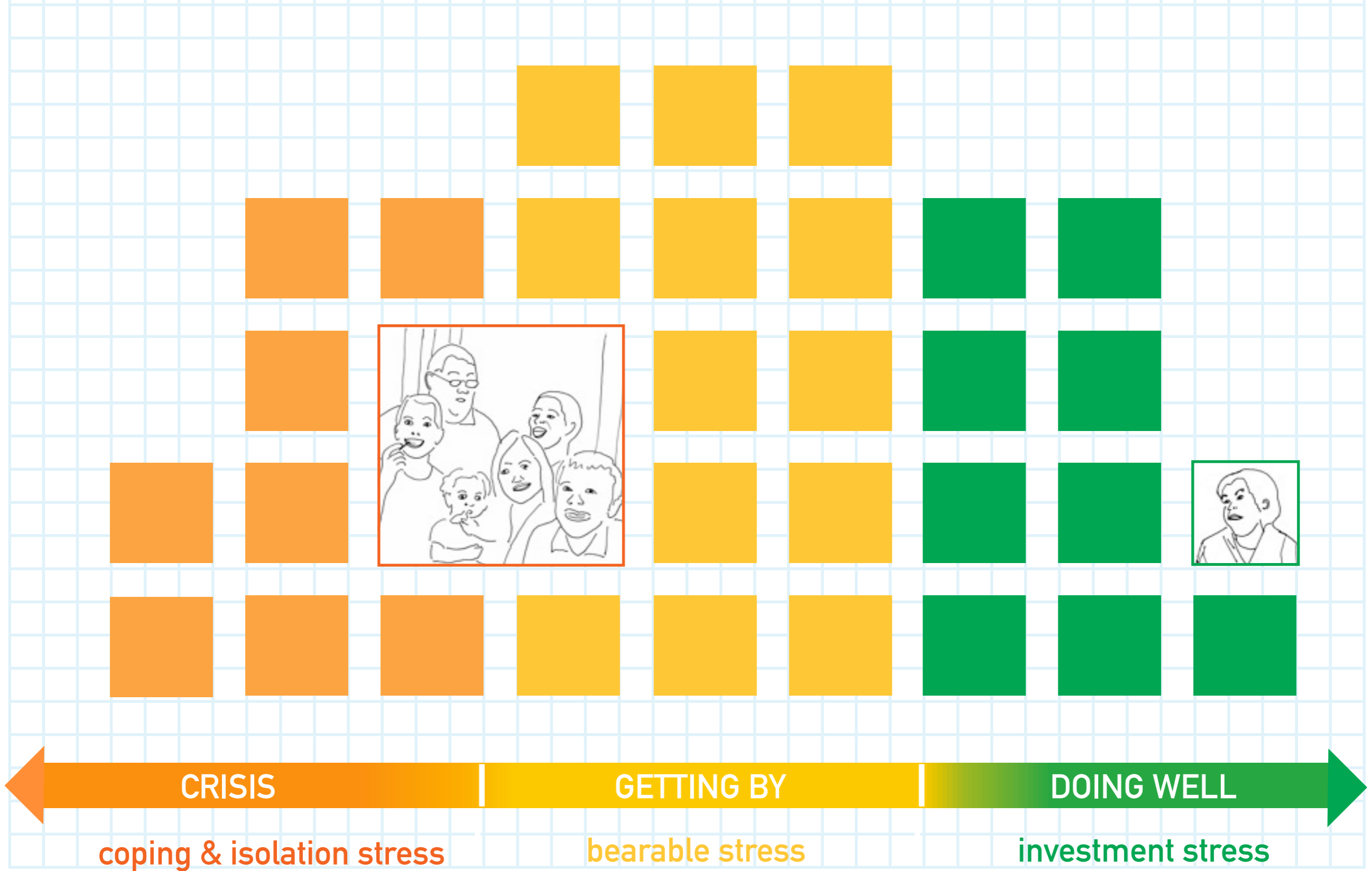


HYBRID APPROACH

TED, RUBY & KIDS



TED IS JUST GETTING BY...



COPING BEHAVIOURS & MINDSET



Self preservation

Doing what's familiar

Reactive decision making

Negative feedback

Insulating family from outside

THRIVING BEHAVIOURS & MINDSET



Self development

Trying what's different

Strategic decision making

Positive feedback

Brokering to opportunities outside family

INFLUENCING BEHAVIOUR

1 Family leaders & family leadership



Family coaches
Leadership training
Self-development time

2 Family team & family culture



In home experiences
Out of home experiences
Family feedback measures

3 Family partners & family partnerships (school, work & services)



Family schools
Family jobs
Thriving services

BUILD
How can we scale
policy & practice?

LOOK
What is thriving?

**TURNING
OPPORTUNITY INTO
REALITY.**

**Co-design,
Prototyping & Scale**

Month **0**
Problem

New outcomes

CREATE
What practice could
enable thriving?

New policy

New scenarios

**PROTOTYPE
POLICY**

New practice

How can we make
good practice happen?

**PROTOTYPE
PRACTICE**

How can policy
support practice?

SUCCESS IS...IMPACT & SCALE

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