

**Co-design is used most successfully when you understand these factors:**

<b>Mandate</b>	<ul style="list-style-type: none"> <li>• Leaders need to support co-design processes for successful implementation and create the conditions for it to be accepted.</li> <li>• Projects need a strong intent so that when the process feels messy, there is a backbone intent that keeps people on track.</li> </ul>
<b>Inclusivity (people and methods)</b>	<ul style="list-style-type: none"> <li>• Co-design needs to provide equity of access in order for people to participate.</li> <li>• Important to listen to a range of voices, and this doesn't always have to be the end user.</li> <li>• Experts' voices aren't ignored, but it's critical to know the right time to bring them in.</li> <li>• Co-design isn't meant to be a replacement for research, it's a complementary process (Smoking cessation project is an exemplar using IDI).</li> </ul>
<b>Time</b>	<ul style="list-style-type: none"> <li>• User engagement takes time, especially with vulnerable groups or sensitive topics.</li> </ul>
<b>Reciprocity</b>	<ul style="list-style-type: none"> <li>• Authentic giving back to participants and communities.</li> </ul>
<b>Expectation setting</b>	<ul style="list-style-type: none"> <li>• Ensure that participants understand what they can realistically achieve with their given mandate (e.g. outline constraints in the realms of viable, feasible).</li> </ul>
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>• Co-design is a collaborative experience and the space, time and mandate for an emergent, adaptable practice needs to be agreed and supported.</li> </ul>
<b>Creativity</b>	<ul style="list-style-type: none"> <li>• Co-designers need to be creatively encouraged for ideas to flow.</li> <li>• Conditions need to allow for making intangible elements of services, interactions and systems to be made visible and tangible.</li> </ul>
<b>Iteration and prototyping</b>	<ul style="list-style-type: none"> <li>• Starting with ideas that are imperfect and trying them, refining them, seeking to strengthen and tweak.</li> </ul>
<b>Space</b>	<ul style="list-style-type: none"> <li>• Co-design is a visual and collaborative process where the thinking needs to be shared (e.g. whiteboards, paper, post-its are the tools of the trade).</li> </ul>

**This table is adapted from Introduction to Co-design : A Guideline for Ministry of Health staff**