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Designing social infrastructures for complex service systems

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Human Centred Innovation for Social Complex Service Systems

Dr. Mieke van der Bijl-Brouwer RSD5 – Systemic Design Conference

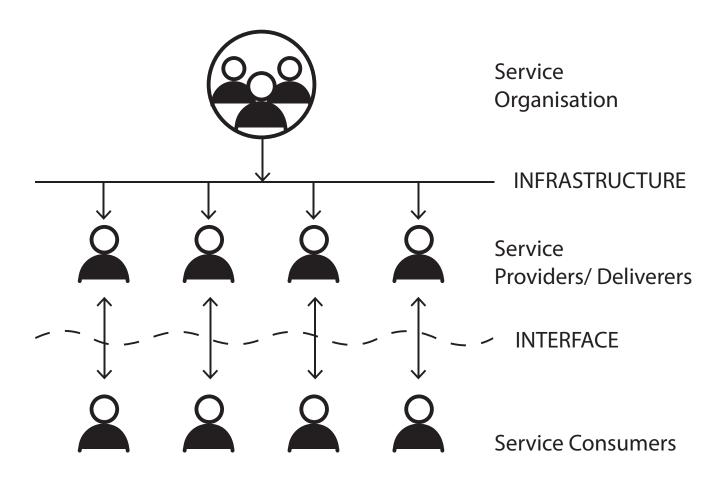
> UTS:DESIGN INNOVATION

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Service Design System perspective

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A HUMAN PERSPECTIVE ON SERVICE ORGANISATIONS

Complex responsive processes

In the context of organisations

"Organisations are not actually existing things called systems but, rather, are ongoing, iterated patterns of relationships between people" (Stacey, 2006).

Stacey, R. (2006). Ways of thinking about public sector governance. In R. Stacey & D. Griffin (Eds.), *Complexity and the experience of managing in public sector organizations* (pp. 15-42). London and New York: Routledge.

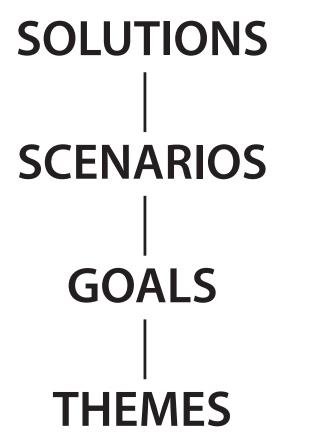


HUMAN-CENTRED INNOVATION

NADI-model

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Needs and Aspirations for Design and Innovation





NADI-model

The role of themes in human-centred innovation



frame creation \rightarrow (Dorst, 2015)

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LESSON BOXES



SPEED SHARING



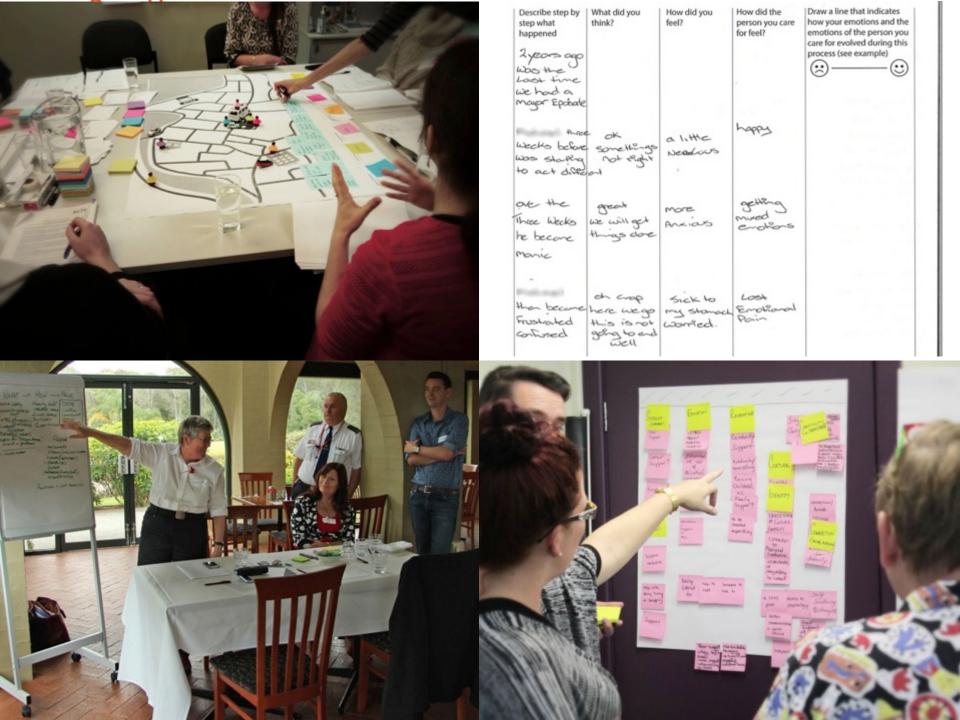
http://www.nesta.org.uk/blog/creating-solutions-danish-teachers-time-and-quality-dilemma-0

THEME: PRIDE IN PRACTICE

SOLUTIONS Speed Sharing event for teachers - Municipality or school organises a speed sharing event **SCENARIOS** - Teachers come together around a specific topic - They have brief one-on-one meetings in which they share ideas Improving the quality of teaching through sharing **GOALS** knowledge **THEMES** Pride in practice

Drug dealers emplayers ט NDIA Aboriginal second Rehab Land hand Foster Interservices community services Stores Agencies restorative Legal Aid RSPCA centres community Domesti'c loan Justice health Soul Violence probation Cafe Sharks Aboriginal services parole sovies mental health Drug & Neigh boarhood nurses child Alcohol corrections centres protection occupational disability CALD Herapist employment SENT CLS ambulance providers Womanis U Lifetine Contre Link police refuges emergency people with a MASI Gym1 dep. mental illness Swimming Pools Night care Local & carers Headspace PHAMS HNE Coffee health HMR GPS Shap Family (mudiciAL support) referral PIR Service Triple O Housing pharmacist Medicare City Council NSW Men sheds Psychia Hots Schools Mc Kensie COMMUNI Media cantre N6015 mental her psycholo-(homeless only) gists homeless State TAFE services Rail Blade Dog Faith based Services Munch Mad Hosks Reyard Hattes

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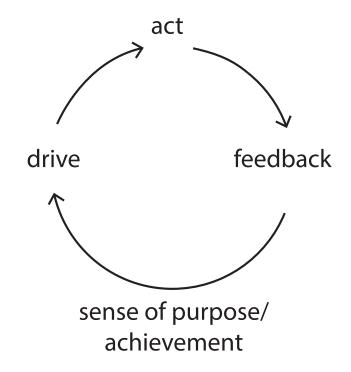
Theme: DRIVE to make a difference

[ambulance paramedic]: "There's no better feeling than saving someone's life"



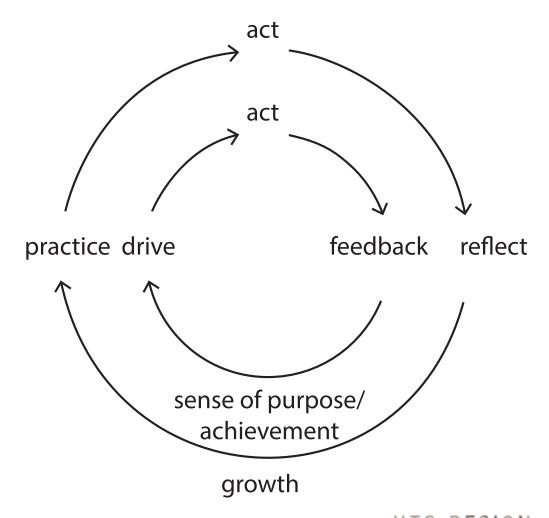
Theme: sustaining DRIVE

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DRIVE/ GROWTH

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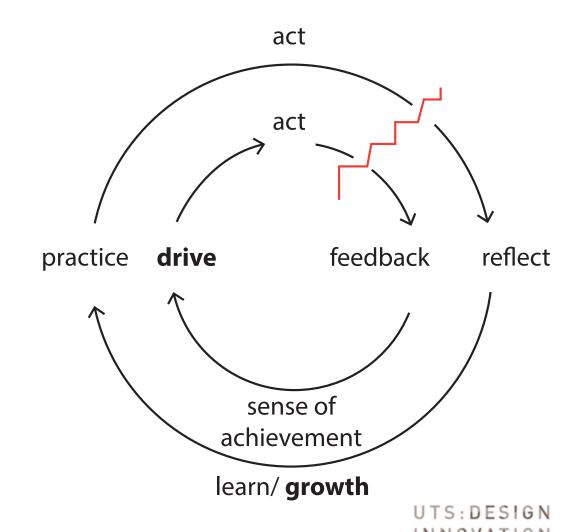


DRIVE/ GROWTH

[police]: "If we do not hear from the person again, there is an assumption that one of three things happened to them: 1) they got better, 2) they moved away, 3) they died. We are essentially feeding our efforts into a 'cone of silence' that does not speak back."

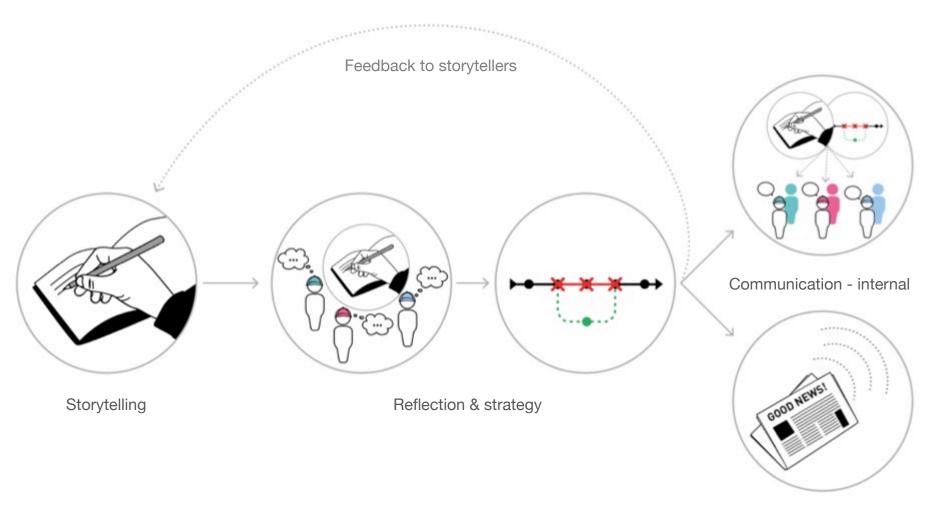
DRIVE/ GROWTH

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Coaching Team



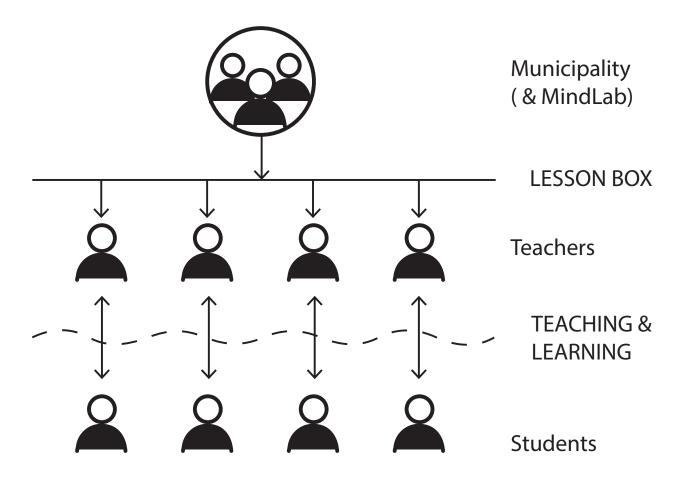
SOLUTIONS Cross-organisational Coaching Team - An observer collects stories from people with lived experience of an acute mental health episode **SCENARIOS** - Team leaders collectively reflect on the stories - They use their reflections to coach people on the ground through positive and constructive feedback Collective motivation of people working in the service system **GOALS** Improving the practice through reflective practice/ learning

Drive & Growth

THEMES

MindLab - Infrastructure

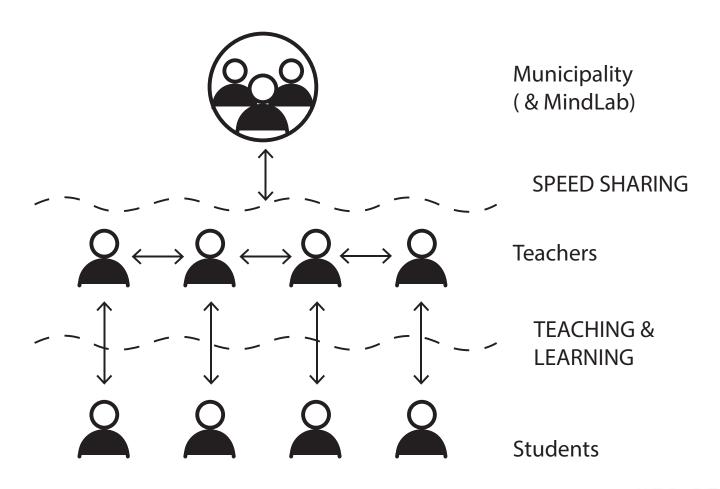
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MindLab - Social Infrastructure

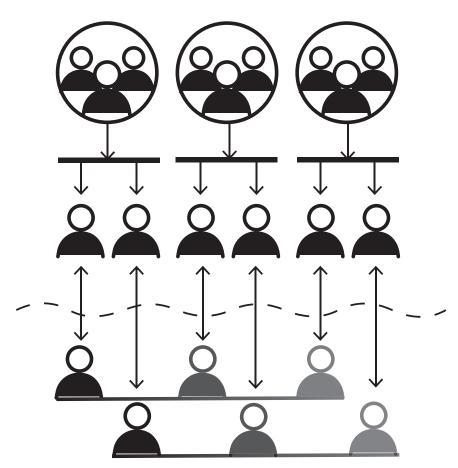
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MH Emergency - Infrastructure

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Service organisations mental health sector

PROTOCOLS & MoU's

Ambulance paramedics, ED nurses, police etc.

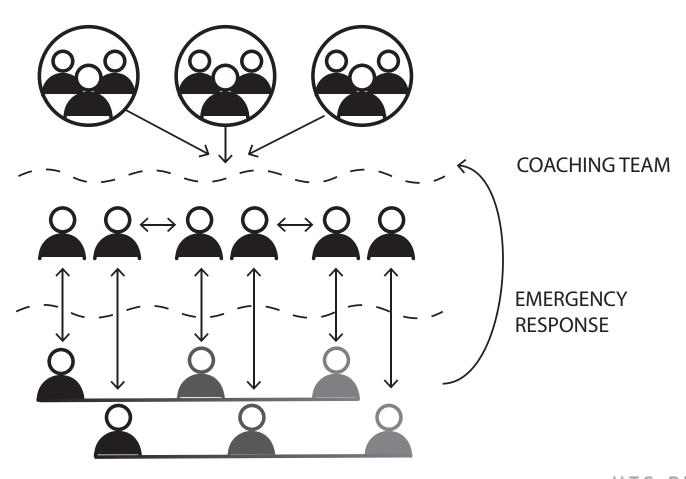
EMERGENCY RESPONSE

People with severe mental illness



MH Emergency – Social Infrastructure

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SOCIAL INFRASTRUCTURE FOR SOCIAL COMPLEX SERVICE SYSTEMS | WHAT ARE THETHEMES?



Thank You!

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