

Compassion as a Catalyst for Systems
Change

For people with lived experience

You are invited to join
a co-creation team to
to build strong and
respectful culture at
the Women's and
Children's Services at
Metro South

Love in Action



**Compassion
Revolution**

Compassionate care becomes an organisational norm only when health leaders create and nurture a “culture of compassion” that actively supports, develops, and recognises the role of compassion in day-to-day management and practice; models of care, design of infrastructure and patient involvement in service planning and delivery.

We warmly invite you to join us.

Compassion Revolution is working with the Women's and Children's Services (W&CS) to improve culture and care.

This co-creation team is invited to bring their lived experience, professional experience and creativity to design, test and implement new ways of working and being.

Co-creation is creative, explorative, experimental and truly rewarding. Done well it can make a world of difference to people and place, both here at the W&CS but also potentially by others working in and living-in healthcare scenarios like this, and may even contribute to social and systems change.

Why we're coming together

Compassion Revolution has been invited to improve culture and service delivery at the Women's and Children's Service at Metro South Health. We're gathering a co-design team of 20 or so people; some with lived-experience of pregnancy and/or birthing at this service, and others are the people who care for them. You are invited to be on this team.

It is our goal to help build good inter-team collaboration and to work supportively across organisational boundaries. Our focus will be on helping us work towards a shared vision and then activate this vision. Good intentions are not enough.

Every person on this team will imagine what good culture looks like—for themselves and then as a collective. Our diversity will build our strength.

We've spent time in previous weeks with the people in and around the Women's and Children's Services, and have met an open and eager community. We are very glad to be working on this project with you.

Good culture feels like we're in good hands. Let's begin.

About your role as a co-designer

As a team member and with our support, you can expect to:

Hear

Other people's experiences and ideas, which may be different to yours.

Existing research and insights.

What's in and out of the scope of this project.

Availability



We estimate that your involvement will be about 4 hours every month for 6 months.

Share

Your perspective—to build a better understanding of the challenges and fill the gaps.

Your priorities—what you think is most important to include and change.

Your experience—if and when you'd like to.

Your feedback—to help us improve as we go.

Remuneration



We value your contribution and recognise that your time is valuable. You will be reimbursed at \$50 per hour of your time. as our way of saying 'thanks'.

Do

Take breaks as you need to.

Value other perspectives.

Use your curiosity—learning, not only confirming what you already know or think.

Learn by doing—talking is good; doing is even better. We evolve and share our ideas by building and testing them.



What you don't need to do.

You don't need to: always agree with others in the group; we encourage discussion.

You don't need to: ask people on the co-design team about their lived experience or professional background or disclose your own, unless you'd like to in a way that doesn't re-traumatise others or yourself.

You don't need to: present in front of the group.

We've identified you as a co-creator with lived experience (consumer). This is what this means.

Your personal experience and point-of-view is invaluable to this process. You bring a wisdom that no-one else can. We very much appreciate you being on this journey with us.

Here are some thoughtful ways we'd like us to practice:

- At the first workshop, we'll introduce ourselves as people, rather than through our roles, so we gather at an equal playing field.
- Bring your curiosity, critical thinking and compassion. It's important you have empathy for a range of perspectives—from those affected by ongoing health concerns, to those working within a system that can sometimes constrain them from acting in the ways they'd like. Soften your judgement.
- Asking clarifying questions others may be too afraid to ask will help us build a shared understanding. For example, "What does that acronym mean?", "Why is that important?", "Tell me more about what you mean by that?", "How do you think that could work?", "Does that process need to exist?"
- You're an active participant alongside others; listening, learning and sharing your perspectives. We are all committed to a common cause, that being improving the health care system.



Our workshops will be relaxed and informal. Here's what you need to know:

- There is no need to prepare anything before our workshop.
- You don't need to disclose anything. You won't be asked to introduce yourself by your personal or professional status or your story—just your name and pronouns. You can choose to accept or decline any prompts to participate.
- We'll take breaks when we meet in person and online.
- You won't be asked to review long documents outside the sessions.

First workshop explained

We will discuss these things at our first workshop.

What can and can't be co-decided.

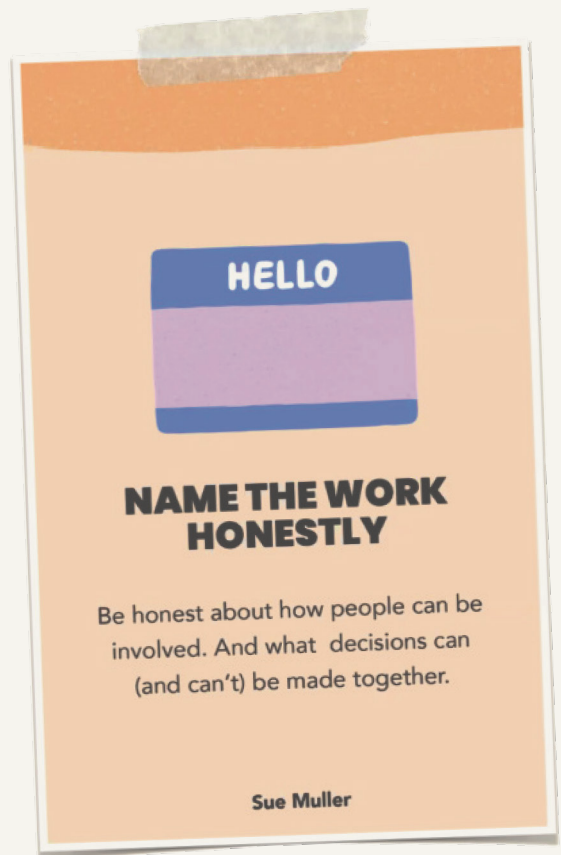
The constraints and limitations.

Different levels of involvement.

Who benefits and how.

Why we might retread old ground.

Strength of our relationships.



The process — what to expect



**You are welcome to reach out
and speak to Mary Freer
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