



Empowering Citizens New Opportunities for Putting Citizens in Control

**In Control Seminar
24 November 2009 - Sydney**

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Transformative Power

to reinvigorate participatory democracy

to encourage assertive citizenship

to shift control from the centre to the edge

to reframe the role of public service

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A market for public goods

Grants-based submission (subsidising community effort)



Contract by tender (outsourcing service delivery)

Service Users

- dependents
 - beneficiaries
 - recipients
- 
- powerlessness
 - passivity
 - learned helplessness

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A revolution undone

- Micromanagement
 - political caution
 - public service inflexibility
- undermines social innovation
- erodes personal responsibility

Co-production

Those who receive a government service are those best placed to help.

- design it
- deliver it

Citizens



At the individual or community level can be:

- co-producers
- placed in control
 - personalised services
 - tailored programmes
 - individual budgets

Individual empowerment

- Disability support
- Accident rehabilitation
- Aged care delivery
- Patient services
- Mental illness management
- Long-term health care
- Training provision
- Job-seeking assistance

Community empowerment

- Social housing tenants
- School/child care parents
- Indigenous communities
- Neighbourhood groups
- Prison inmates

The benefits of co-production

- Increased diagnostic capacity
- Improved service quality /allocative efficiency
- Citizen empowerment (responsibility)
- Creation of social capital

The challenges of co-production

- Time and resource intensive
- Potential for inequity
- Inadequate resourcing
- Perceived loss of power
 - of governments
 - of public servants
 - of nonprofit organisations

Institutional transformation

- Services designed around the citizen/community
- A more ‘edgcentric’ public service
- A more assertive citizenry
- A more civil (and inclusive) society