

# Name: CAPABILITY For COMMUNITIES Your Stickers

Who was here:

- Stephen Clarke } DIA
- Lisa Austin } DIA
- Stephen Trebilco - LINZ

3. Provide practical modules on line perhaps via Te Ara to educate children + immigrant or <sup>basic</sup> James on constitution because inform.

4. Focus on immigrant in their language of videos with basic information on their experiences + local part of what practical info - band rates, setting up legal etc. because inform.

Specific inclusion programmes for migrant communities to enhance understanding of NZ culture and norms

## Refined Ideas:

- Engagement ~~happens~~ not consultation.
- Understanding the needs to engage with communities not individuals
- Engage through common hubs/locations that everyone uses, eg. Schools, libraries, health centres, ~~the~~ prisons, etc.
- Train "champions" to go back into their communities + train others.
- Consistency and continuity of engagement with communities
- Govt. leadership + joined up leadership

## Statements of issues or opportunities.

- Increasing citizen digital literacy + literacy in how govt. works.
- Increase trust in govt + uptake in services
- Better engagement results in better outcomes for communities, + genuine relationship management.

NAME:

Who was here:

Funding

## Stickers

Open wellbeing budget 2019  
because budget drives govt funding & policy & influencing budget decision-making process early is important.

~~Geospatial~~  
Geospatial budget.  
because can't assume \$ spent on (for example) health in Auckland are equally needed. e.g. heterogeneity of wellbeing across NZ.

Resource open Govt e.g. having open Govt teams within agencies.  
↓  
because otherwise there is no time or will to create change

Refined ideas:

Statements of issues / opportunities:

- Support transparency of algorithms <sup>for allocating funding</sup> including those with geospatial components
- Articulate how open government supports the "four wellbeings" so that open govt champions can use this within their agencies.
- Cabinet minute eg every cabinet paper has to have an open govt. component.
- Open government is not <sup>embedded in</sup> budget process
- limited co-ordination of funding across govt



# Name: TRAINING + CAPABILITY Stickers

Who was here:

Trib, Larry, Jarrad, Sue

inclusion  
Mandate to lead  
in the Public  
Service so  
that all  
employees respect  
and understand  
basics

Increase the  
capability and  
capacity of  
public libraries  
to help their  
communities  
interact with  
government.  
BECAUSE  
libraries are  
crucial facilitators  
for enabling  
government  
interaction, but  
they are always  
being asked  
to do more  
with less.

All of govt.  
training for  
public servants  
on IM, etc

Because: Public  
servants do not  
always  
understand the  
importance of  
creating + maintaining  
records of what  
they do, and

No impact  
this has  
on transparency,  
accountability,  
+ ~~etc~~  
the rights +  
commitments of  
users.

## Refined Ideas

- Central govt supporting local government to support information needs for the communities; for example demands on libraries are increasing, w/out increased support from govt.

## Statement of Issues + Opportunities.

- Libraries (and other institutions) could be the portal to enable communities to engage with govt.
- Civil servants aren't enabled to converse, understand, and ~~strengthen~~ strengthen the ~~eng~~ engagement of the community.
- services like language line support community engagement



Name: open access to information, decision making, and Government intellectual property

# our sticky's

Who was here:

- AMY JOSEPH (DIA/LIANZA)
- VICTORIA WRAY (DIA)
- STEPHEN TREBILCO (LINZ)

"Open by default" is a public service principle which is rewarded and demonstrated BECAUSE an open public service is a more trusted one & it is also better for public service

Publish research & evaluation because of the public need to know the reasons behind decisions made.

Get rid of crown copyright (and apply the change retroactively) BECAUSE

More digitisation of current records & archives good platforms who make them easily discoverable BECAUSE this can increase transparency & engagement in social history & current gov't policies

Transparency of internal policies - agencies are mandated to make all internal policies publicly available

Mandated proactive release of all ministerial docs.

Publishing research/valuations as default: - publishing stats that allow for info to be available because we need to be making decisions that are informed by evidence

Open-ness of publicly funded research BECAUSE: - gets data into economy - citizen reuse/mash up - value add on investment - reuse by Gov't - we pay for it - business start ups

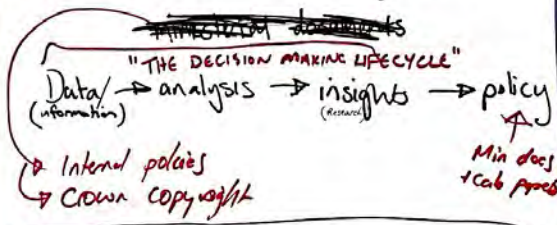
Publish decision documents (cabinet & agency docs) by default, because people want to see transparency in action

## Refined ideas:

"Open by default"

underlying principle (caveat: not everything needs to be open)

There are a number of different types of information produced by government agencies, via public funding, etc, that should be made openly available.



## Statements of issue & opportunity:

Previous OAG plans have focused on the "DATA" stage of the Decision-Making lifecycle. Opportunity to focus on opening research, analysis, and policy/decisions. - this includes opening any internal policies around data/metadata, and research into how data has been stored and used.

VALUE PROPOSITION / "BECAUSE"

Transparency of decision making increases trust & accountability of policy and other research outcomes. Increases ability to use and reuse data and research findings.

- Open access mandate for publicly funded research
- Common publishing model eg. Superior Publishing Protocol

Get rid of crown copyright Increase digitisation of existing records and archives and provide user-friendly\* discovery platforms \* users = humans + computers.

- "opening the historical record"
- applying a similar model to open historical decision-making
- Strong memory of government helps to inform decision-making (eg. "have we been here before?")
- Increases accountability
- Allows new research based on historical data



Name: NORMALISE OPENNESS (Behavior)

Your sticky's

Who was here:

- Rebecca Rolls
- Clare Old
- Neerissa Barber
- Wesley Thomas
- Claire Mortimer

Single portal for Government consultation on policy development because opening up policy development at the right time will improve outcomes  
PTD

Support for the private sector to be transparent not just about the data they collect + intended use, but what the outcomes of this use is

Normalise the transparency of information provided by govt so trust can be maximised

Agencies to work more collaboratively with the opposition to reduce workload and increase transparency

Transparency between agencies  
→ otherwise not possible to tell the public what is going on

Incentivise public sector CEOs or senior officials to be more transparent so they will lead this (otherwise they can be reluctant)

Briefing schedules for ministers to be posted on beehive website.  
- people can see discussions & make targeted information requests

Ensure research is joined up to ensure accurate forecasting (in big cities and regions specifically) to allow for better planning

Refined ideas:

- \* incentivise / support NGOs and private sector to be more transparent
- \* incentivise / support collaboration across government, including with opposition + local government
- < review / stock take of routine publications that is currently happening eg. of minutes + schedules
- \* central / single portal for consultation on policy development

Statements of issue or opportunity

- \* confusion about who is talking to who about what and why
- \* inefficiency and confusion as a result of overlapping government work
- \* appetite for consistency and transparency across public - private - NGO sectors
- \* opportunity for culture / mind-set change
- \* leadership opportunity

Establish safe and fair ways agencies can share information across agencies to aggregate effort and create co-design

Do a stock take of which entities NGOs do this, all those who do for feedback on how find it. Because leads to transparency + chat on our issues.

Encourage all entities to put meeting minutes on line. Could include who does as part of Ombudsman OIA regular report to all in one place

Organisation to be open first - became most organisations are working on silos, which is detrimental to openness - what inhibits openness

Publicity of open system introduced by an organisation because this practice encourage others to follow on it



Name: STANDARDS

Who was here:

Stephen Clarke } DIA  
Lisa Austin }

## Your Sticky's

### Digital Bill of Rights

Citizen: commitment to single source of truth/services/standards  
Govt: centralised register of initiatives, standards, resources and data  
Business: register of procurement, open data resources

### Standards

### All of Govt Keywords for Services

- Google surfaces Govt sources for info
- Authoritative sources are visible
- The 'right' gov't services are visible to users
- open access to data

All of Govt Standards accreditation body

- mana & credibility to lead & mandate standards for openness
- Fighting clearance Agencies will follow
- teeth to enforce
- Expertise to lead
- Governance to report on performance

Better/more engagement of information regulations, esp. starting access, creation, maintenance, disposal  
Because: it holds gov't to account, + gives teeth to m  
- In an eco-system not well funded or understood

Cohesion of processes across local government procurement so integrity/transparent is maximised

Build long term preservation and access into the open information publishing lifecycle  
BECAUSE

All of Govt Metadata Standards

Because: It would enable cross-govt + cross-sector collaboration and wider sharing

Introduce a whole of Govt system to track people's information + interactions with Govt agencies (incl local gov't)

All gov't consultations need to be centrally registered well ahead of time  
BECAUSE then ppl can have time to engage - won't feel rushed

people will need access to the data behind historical decisions, policies and actions;  
AND  
BECAUSE

## Refined ideas: Public Sector

- 1) All-of-Govt Authorising body for Standards
- 2) Centralised register of public sector initiatives and consultation/engagement/procurement - Common metadata & terminology for gov't services. & Keywords (Google visibility)
- 3) Mandated Regulator <sup>and</sup> centralised Centre of excellence for proactively published standardised data (Register of single sources of truth) & longevity
- 4) Digital Bill of Rights

## Statements of Issue & opportunity

- Lack of citizen trust through no authoritative sources
- Inefficiency of gov't, duplication of effort & info cannot be shared for re-use across agencies/services
- Public info is not available to citizens, businesses & peers for economic development & societal benefit
- Centralised services, not 'recreating the wheel' and confusing users, closing the digital divide (targeted services)
- Information is orphaned, investment is not realised and collaboration is inhibited

We did have NZGLS + SONZ + FONZ



NAME: Meaningful Engagement  
Who was here:

Jared Owen, Gae, Trib Wang

Fast track online voting to encourage people to vote and increase overall voting numbers

work out what people want to know because: to much information is not accessible

with more + more migrants, NZ Govt + migrants must understand what's involved in the process of social integration because lack of social integration leads to social isolation, racism, lack of participation in democracy.

Ensure Iwi/Māori are engaged at ALL stages along the way in Govt policy develop.

People are part of decisions that impact them  
Because most often the people Govt is trying to help, know exactly what they need.

If we say we are in partnership that all partners feel involved.

Track metrics for consultations  
eg time consulted on  
BECAUSE then we can see the state, quality of current consultations

Revised ppl + groups who currently are disengaged with Govt + find it difficult  
BECAUSE the system is better with everyone engaged

Co-ordinate engagement between Govt agencies to make sure insights being shared  
BECAUSE ppl/communities get sick of being asked the same things

Refined ideas:

- find out from people what they need - don't assume
- use info to build policy or service - people see their ideas included in the process.
- seeing diversity as an asset to be leveraged rather than a problem to be solved.
- provide information/direction to <sup>host</sup> community to understand their role in integrating migrants in their community.
- people receive a benefit to engage with Govt? money??  
Be efficient in the way we engage - + have tools that are efficient eg. face-to-face / online ...  
Engage with people in their own way.

Information for citizens - available + usable by citizens.

Statements of Issues / Opportunities:

- harness the depth + breadth of a diverse community for economic + social benefits (mutual)
- Increased participation, socially, economically + politically - people feel they belong
- Informed citizens as an empowered.



# Name: Accessibility

Who was here:

Claire  
Liesle  
Rebecca  
Victoria  
Clare  
Nevilla  
Tracy

Because this demystifies govt for every day people. And translate it into other languages of Tongan, Samoan

Minimum readability Standards for all govt information (reading age 12) BECAUSE ppl need to understand everything!

Legislation for dummies - short and easy to digest summaries of legislation to help the general public understand what they mean

Roll out approach by PM of party short, engaging video explanations of what she does + protocol on Facebook for Chief Execs + staff

Finding ways to reach people who don't/can't access the internet - work with cabs?

Making sure material is accessible to a range of people, disabilities/literacy

Financial literacy to all society groups so that wealth can be maximised particularly for lower sophistication groups

## Refined Ideas:

- \* Legislation for Dummies - short summaries that are easy to digest
- \* Minimum readability stds
- \* Voting & referendums online (or kiosks-electronics)
- \* Officials adopting social media approach of the PM => "demystifying" govt. Citizens Advice Bureau/Libraries
- \* Talk to CAB etc on how to reach people without internet access. → **Digital Inclusion work**
- \* Navigator service/facility for vulnerable people

## Statements of Issue & Opportunity

- \* Making information available to everyone - people not knowing where/how to find stuff.  
↓  
"Setting" info
- \* Making information accessible to all, different levels of literacy etc as well as for disabled people.
- \* Technology & social media as an enabler.
- \* Opportunity to demystify how govt works
- + Diversity is an opportunity
- If information is easy to access, then people/citizens can engage w/ govt.
- \* People with multiple challenges face overwhelming task of accessing numerous government agencies/services