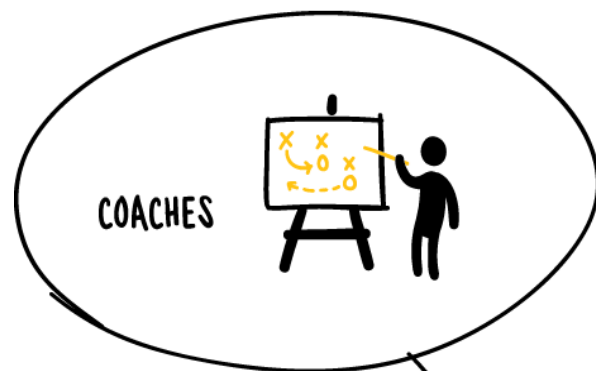


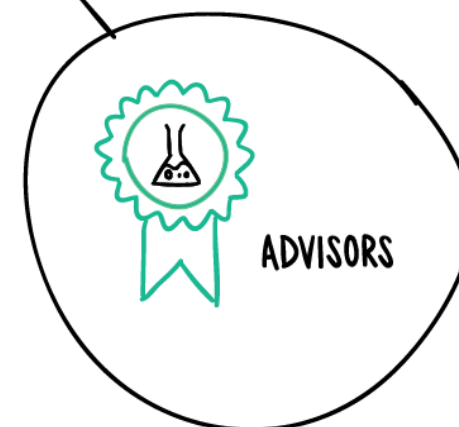
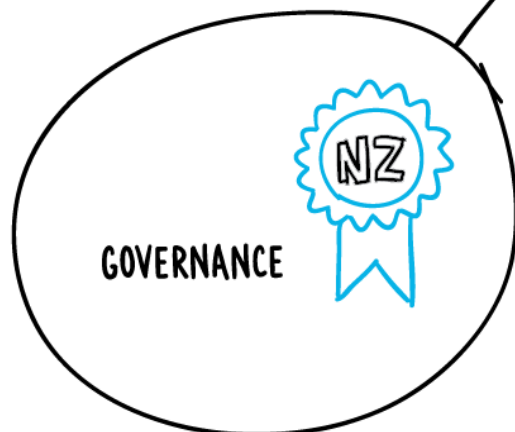
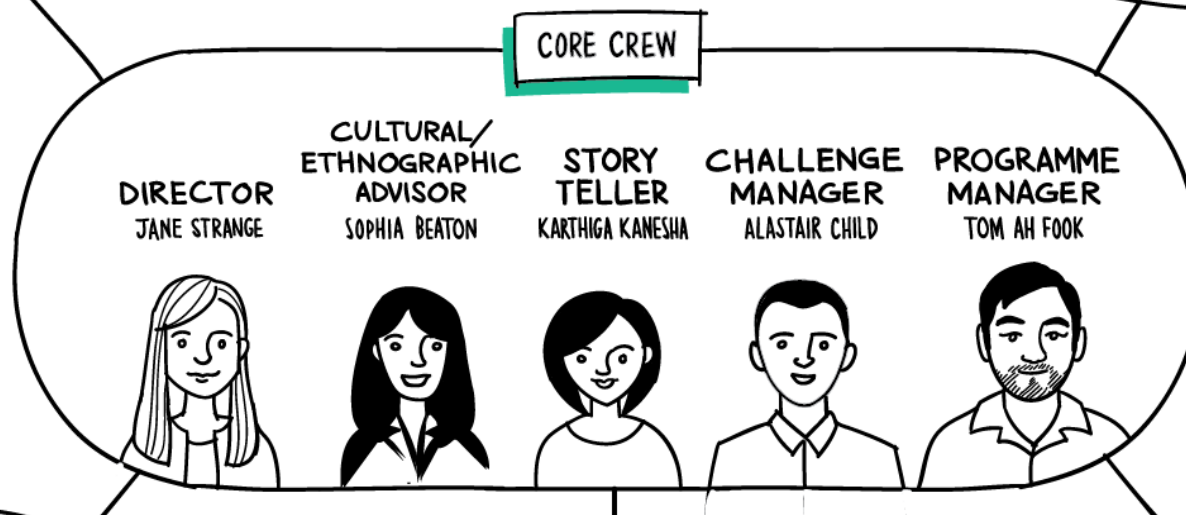
AUCKLAND CO-DESIGN LAB - WHERE ARE WE ONE YEAR ON?

IPANZ
31 May 2016

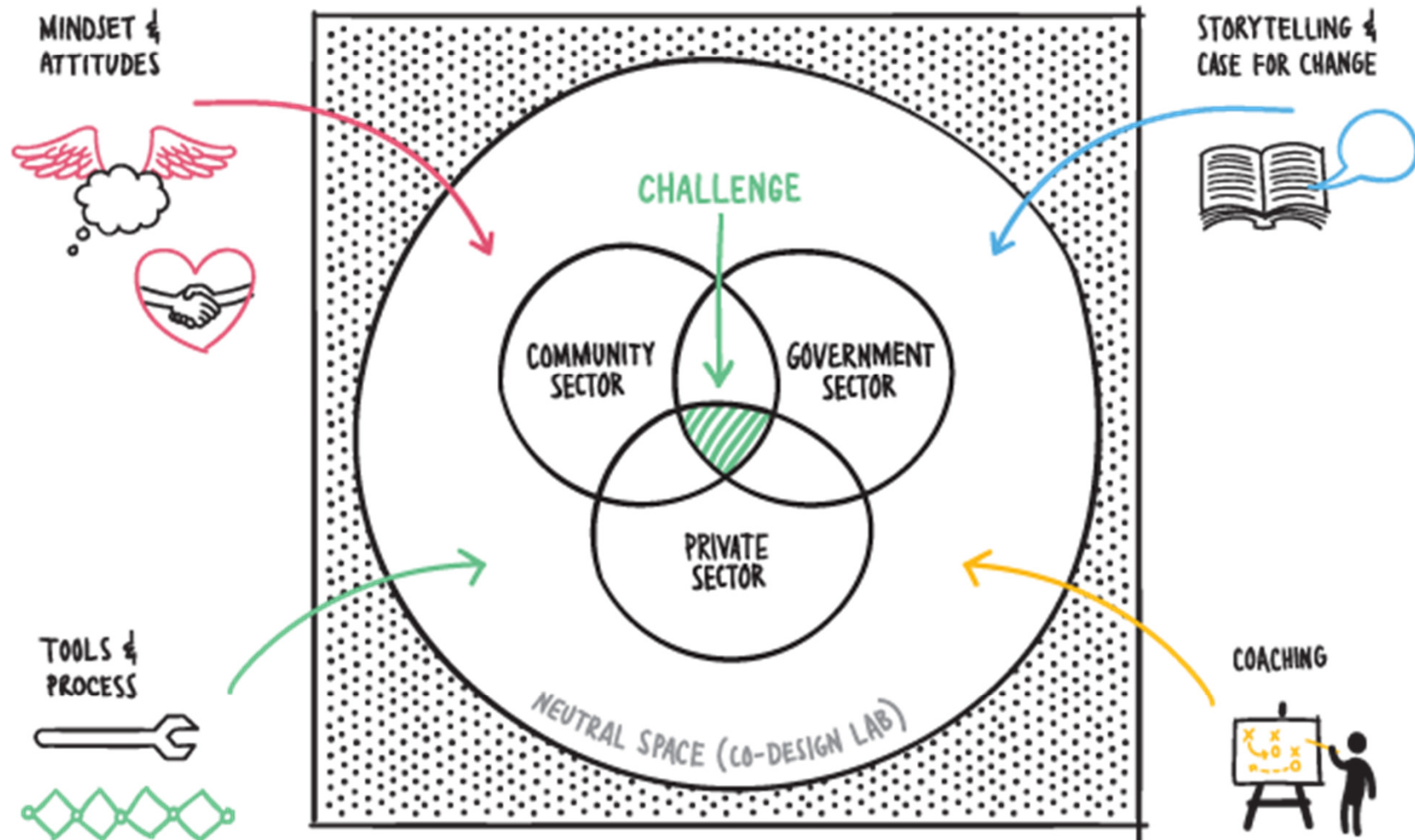




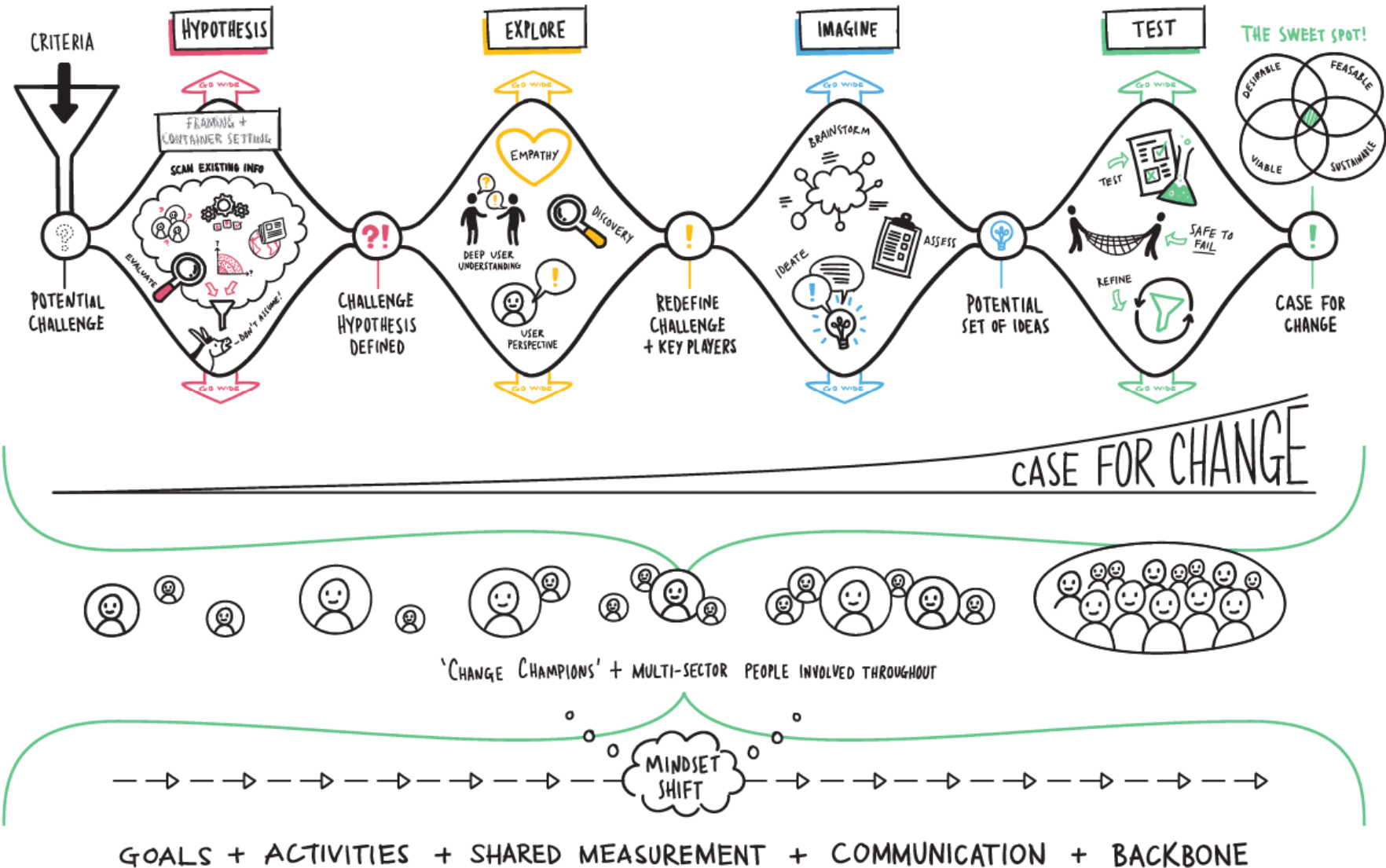
WHO WE ARE



WHAT WE OFFER



HUMAN CENTRED CO-DESIGN FOR COLLECTIVE IMPACT



WHAT WE WERE SET UP TO EXPLORE



“The Better Public Services Advisory Group Report noted that innovation in the New Zealand public management system is currently “stifled by a lack of capability, an undue degree of risk aversion on the part of chief executives, boards and Ministers and little consideration of how to manage risk in this context”

In launching the BPS report and BPS Results the Prime Minister called for “a public sector that embraces innovation.”...

...The challenge now is to build an ‘innovation infrastructure’ to move from ‘random innovation’ or ‘innovation by necessity’... to a new state of ‘innovation by design’.

Designing and Growing Innovation Capability, A Case Study, SSC, Jan 2013

WHAT WE'VE BEEN DOING

Completed

Driver Licensing

- NZTA, ACC, AC, AT, MOE, XP

Kohanga Reo

- TPK, AC

Rental Tenure

- MBIE, AC

Family Violence Empathy Tool

- ACC, AC

Attitude Gap

- MBIE, MSD, CNZ, AC, ATEED, MOE, TPK

Underway

Financial Literacy

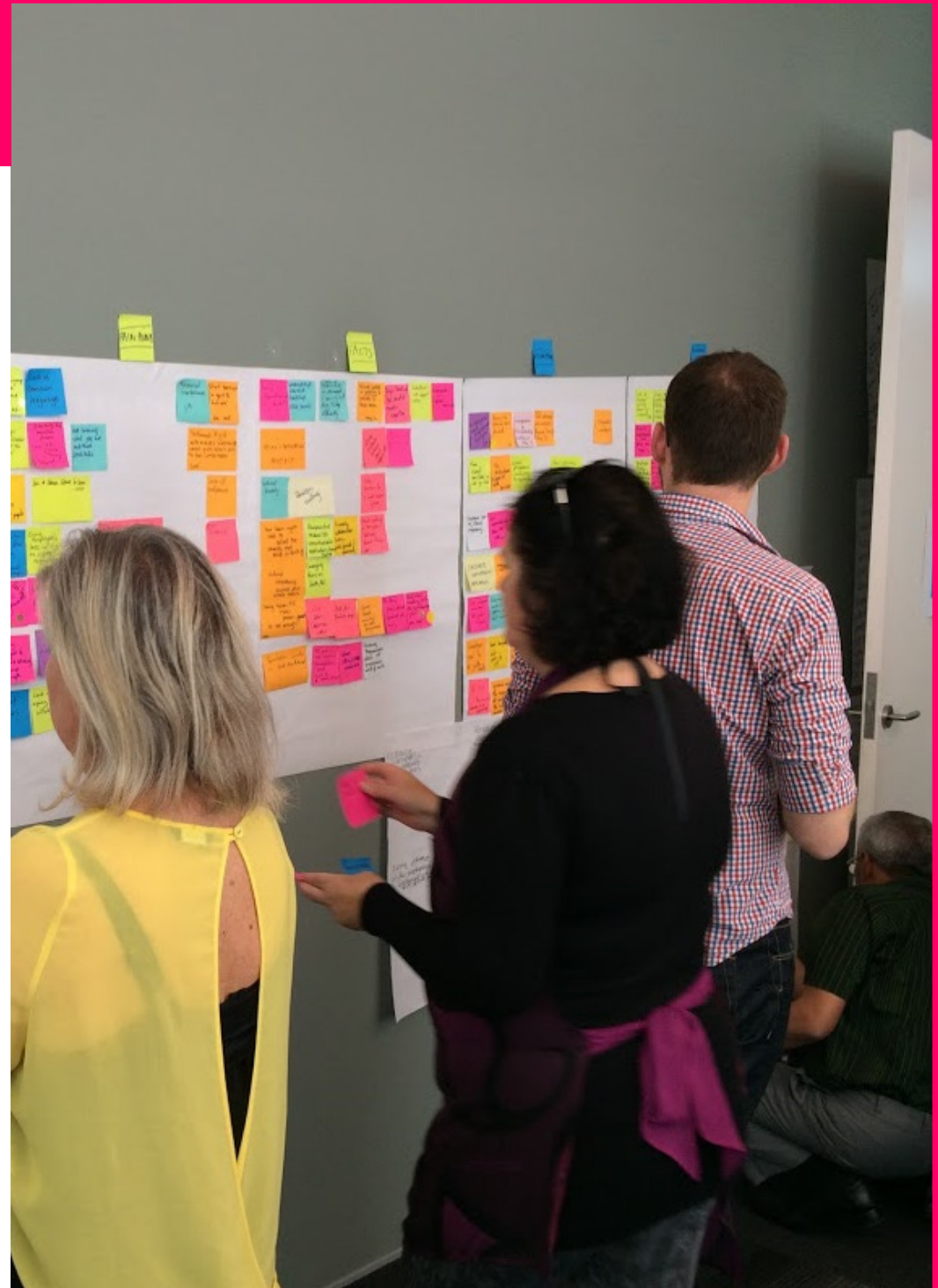
- MSD, MBIE, SA, FN, AC

Healthy Homes

- MOH, AC (TSI)

Early Years

- AC, MOH, TT, MOE, MSD (Skip)



DRIVER LICENSING

Sponsors: NZTA, ACC

Participants: Auckland Council,
Auckland Transport, MOE, Cross Power

CASE FOR CHANGE: DRIVER LICENSING

In most parts of New Zealand, only people who drive can fully participate economically and socially. But learning to drive can be a dangerous time, particularly for young people. New Zealand introduced a graduated licensing system which has improved road safety. However there are unintended challenges created by a more stringent regime that can be categorised into three broad themes:

Value and Normalisation

There is a weak community value proposition for getting fully licensed, normalisation of breaching, and responses to breaching that aren't changing (and potentially entrenching) behaviour.

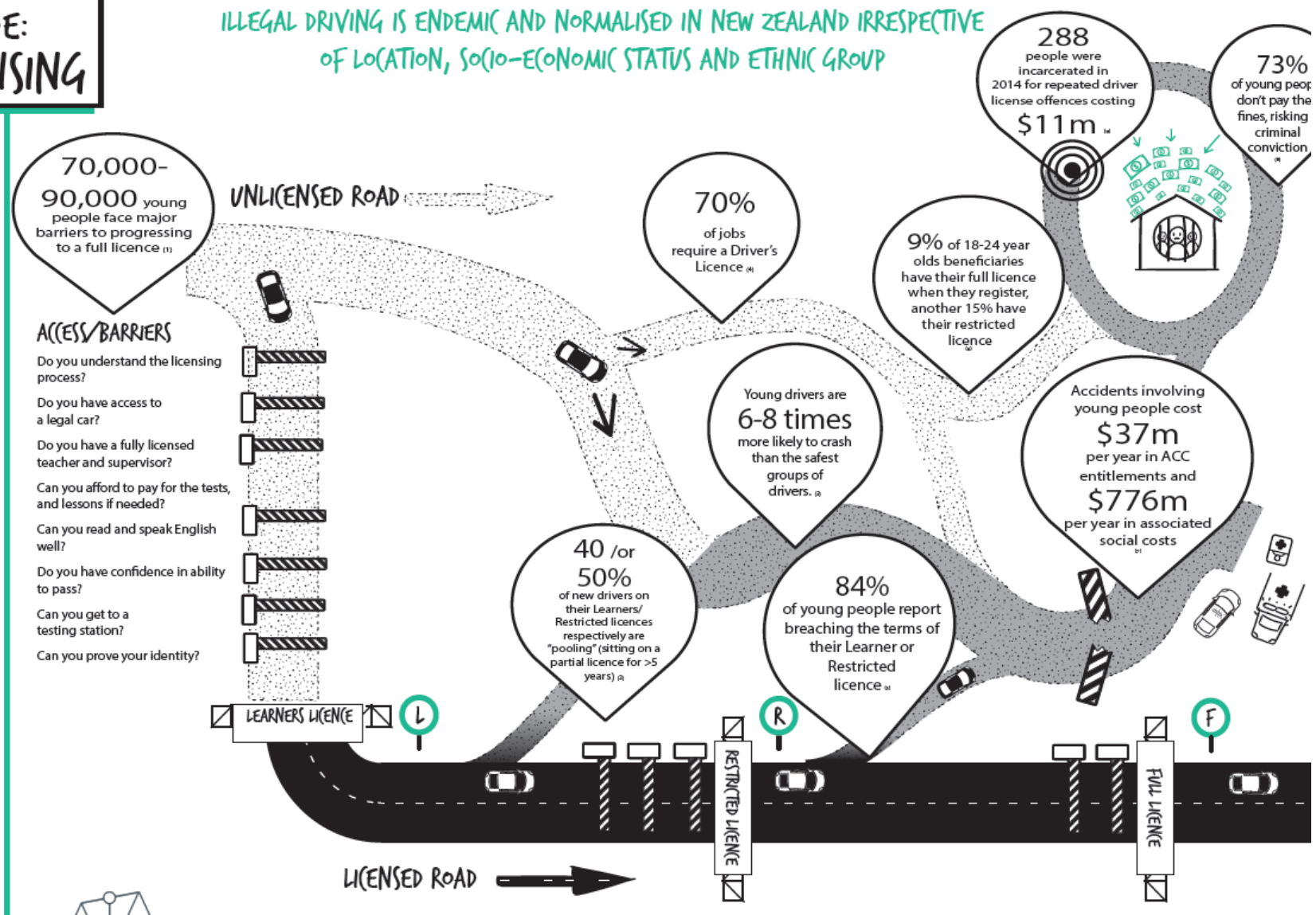
Access

There is a lack of access for vulnerable New Zealanders to the essential resources needed to gain a drivers licence, which the system is failing to address

System and process issues

There are system-wide issues with how driver licensing is currently delivered and enforced, including some information and processes that are difficult to navigate.

ILLEGAL DRIVING IS ENDEMIC AND NORMALISED IN NEW ZEALAND IRRESPECTIVE OF LOCATION, Socio-Economic STATUS AND ETHNIC GROUP



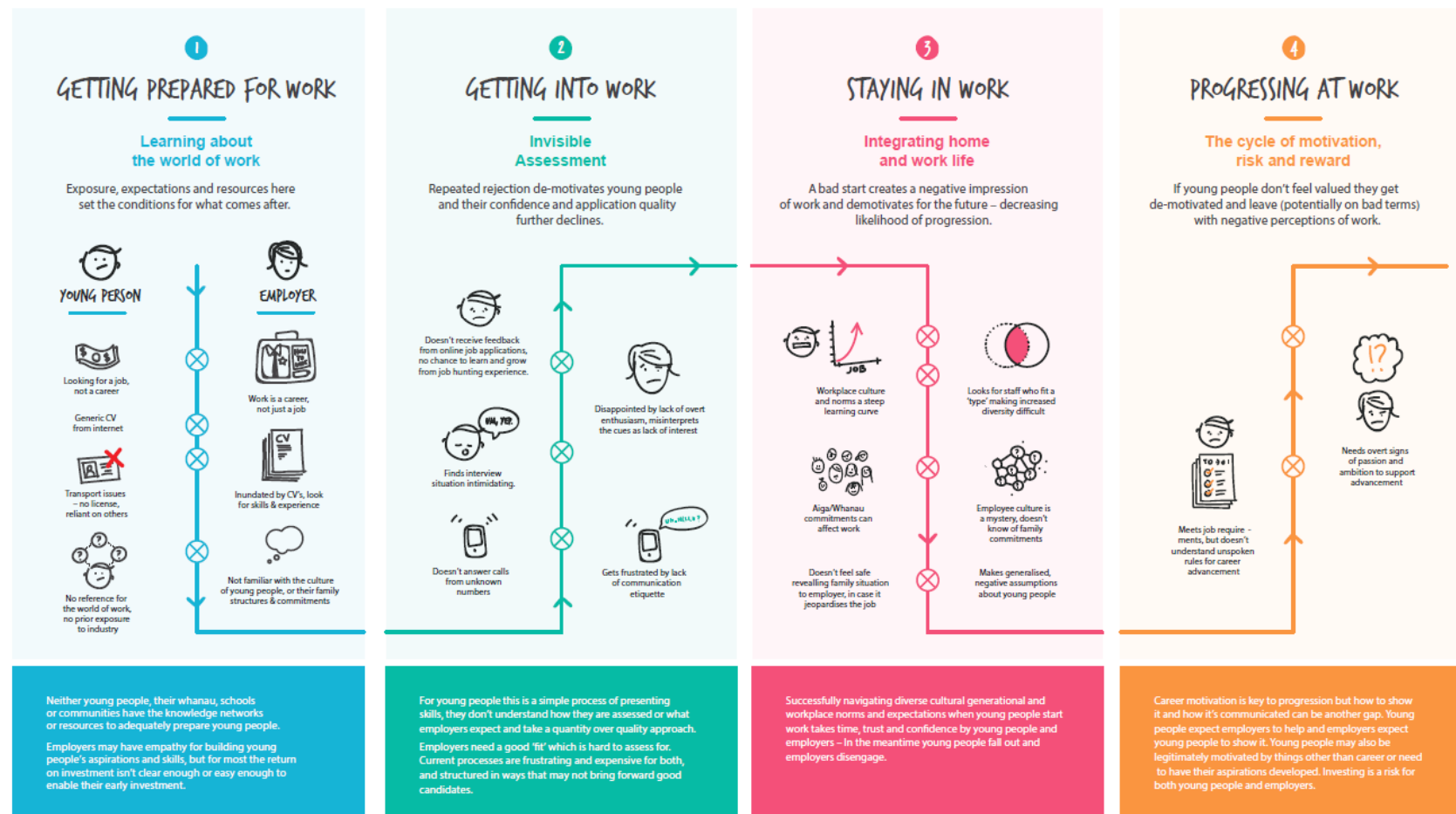
ATTITUDE GAP

Sponsors: MBIE, MSD
Participants: WINZ, Careers NZ,
Auckland Council's Southern Initiative,
Youth Connections, MOE, TPK

EXAMINING THE "ATTITUDE GAP"

AN EMPLOYMENT JOURNEY IN SOUTH AUCKLAND

Key points of tension along the "employment journey" where young people and employers are disconnected and may 'drop out' – creating further problems in the future.



EARLY YEARS

Sponsor: Auckland Council (TSI)
Participants: MOH, TT, MOE, MSD



WHAT WE'VE LEARNT AND HOW WE'RE EVOLVING



(Too) MANY VARIABLES?

Co-design

5 system level, cross agency challenges

Auckland/place based

Design team 4 month secondments, most newbies

Only as far as the 'case for change'



(CO-DESIGN

Baby steps: the insights generated can be an input into policy, but the full design process and outputs can be difficult to digest

ITERATION

Attitude Gap: insights, stories, areas for change

Early Years = the qual to other quant

THE TIME STATION

An integrated service hub that travel to 'high need' locations on a rotation; offering 'one stop shop' for licensing:
- all three license tests (cars and motorbikes)
- preparation
- maintenance workshops
- registration
- run-day launch



SECTORS INVOLVED

Local government
Private
Justice Sector
Skills & Employment
Social Sector
Safety Sector



HORIZON TIMEFRAME



SMART PHONE "E-MENTOR"

Smart phone applications are already operating successfully overseas (eg S-Drive in Australia) to track driving behaviour, limit mobile phone use while driving and provide real-time feedback on safe driving habits:
- app may incentivise progress to full license
- evidence driving experience
- assess readiness to progress to next license stage



SECTORS INVOLVED

Private
Justice Sector
Skills & Employment
Social Sector
Safety Sector

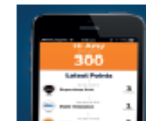


HORIZON TIMEFRAME



MERIT POINTS SYSTEM

Providing ways for learner drivers to earn merit points/rewards for safe and legal driving:
- points awarded by Police, VTNZ etc
- earned for safe driving logged by in-car app
- redeemed to reduce fines, fuel vouchers, warrants etc
- discounts on insurance



SECTORS INVOLVED

Private
Justice Sector
Skills & Employment
Social Sector
Safety Sector



HORIZON TIMEFRAME



TRAINING WHEELS

An online/app-based platform (similar to Uber and MI-drive (UK)) links learner drivers to potential tutors:
- provides legal, supervised driving practice
- safe and legal vehicles
- earning opportunity for tutors



BACK ON TRACK

SYSTEM NAVIGATOR

A skilled and resourced support person assists new drivers facing multiple barriers to access and progress through the driver licensing process:
- needs assessment and referrals to community providers (eg literacy)
- driver licensing maybe one of many entry points/needs addressed
- similar to support services for high needs people suggested by Productivity Commission



SECTORS INVOLVED

Private
Justice Sector
Skills & Employment
Social Sector
Safety Sector



HORIZON TIMEFRAME



NEW JUSTICE PATHWAYS

Alternative justice pathways for people caught driving illegally with an emphasis on supporting progress through the GDLS:
- offenders directed to accredited driver training programmes
- fines can be offset against costs of driver licence preparation and testing



SECTORS INVOLVED

Private
Justice Sector
Skills & Employment
Social Sector
Safety Sector



HORIZON TIMEFRAME



FAST TRACK

FAST TRACK INTENSIVE LICENSING PATHWAY

The ability to fast track progress through the GDLS via an intensive competency based system (like NZ Defense Force). Potential users include:
- large employers who want to accelerate skill acquisition for new employees
- Police, Courts and Corrections could direct offenders into 'driver training boot camps' to assist them to get a licence and reduce the risk of reoffending



PEOPLE THIS SUPPORTS

SECTORS INVOLVED

SCOPE

5 system level, cross agency projects was too ambitious given the timeframe, budget and untested environment and mandate

ITERATION

3 larger plus several smaller, single/few agency projects



HUNGER FOR DESIGN

There is demand for design expertise and capability building

EVOLUTION

Masterclass, small challenges, advice and project design



AUCKLAND/PLACE BASED

A new awareness in Wellington of how different/intense (South) Auckland is, but difficult to influence from afar.

ITERATION

Strong collaboration with The Southern Initiative (AC), focus building community problem solving tools.



ONLY AS FAR AS THE CASE FOR CHANGE

Cross-agency ideas are
slow and challenging to
implement

ITERATION

Working with
small/local
organisations who
have the power and
desire to implement



(COMPETING OBJECTIVES

It's super challenging to build capability from scratch and create an outstanding outcome at the same time

ITERATION

Creating a small, skilled design team with short agency/partner sprints



DESIGN TEAM

Seconding for 4 months builds capability and great spin offs but is a big investment and doesn't necessarily lead to implementation

ITERATION

involving agency and other partners in short sprints within the process



BIG DATE NEEDS HUMAN STORIES

Investment approach identifies clusters of risk factors and outcomes – what, where, how many but not why and so what

ITERATION

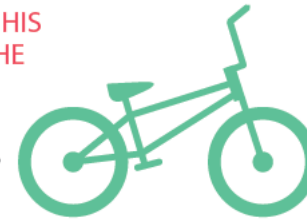
Invest in visual storytelling and “white label” it for partners

dovetail projects with Investment Approach priorities

Samuel | Sixteen

SEEKS SUPPORT FROM HIS PEERS RATHER THAN THE FAMILY

'Bloody Chris- he is such a wuss'



IMPACTS

WITH FROM



GETTING KNOWN AS A TROUBLE MAKER AT SCHOOL



TRUANCY

BLAMES HIS M FAMILY PROBLI SHE WON'T LEA

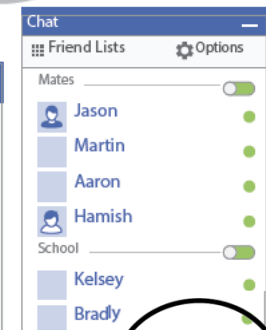
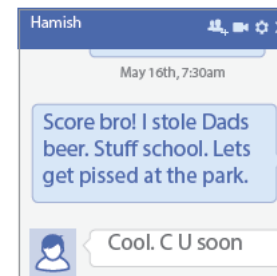
THAT'S WHY I JUMP OUT THE WINDOW LATE AT NIGHT – TO GET AWAY FROM HIS YELLING WHEN HE IS DRUNK.



'The are this



'My boys are my family now'



THE
AUCKLAND
CO-DESIGN
LAB

OVERALL WE'VE:

- created new innovation capability in many organisations and sectors
- Forged a link between Wellington and Auckland
- Developed new insights and empathy in a range of complex areas
- become a sought after innovation centre of excellence



NEXT STEPS

Implement new “sprint” methodology and evaluate

Write overall case for change and recommendations from 24 month POC period

Create a bid for permanent funding from Budget 17 (Oct)

- MBIE and AC will provide “bridging finance” to end of June 17



CONTACT US

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