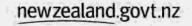


Helix Symposium

26 November 2015

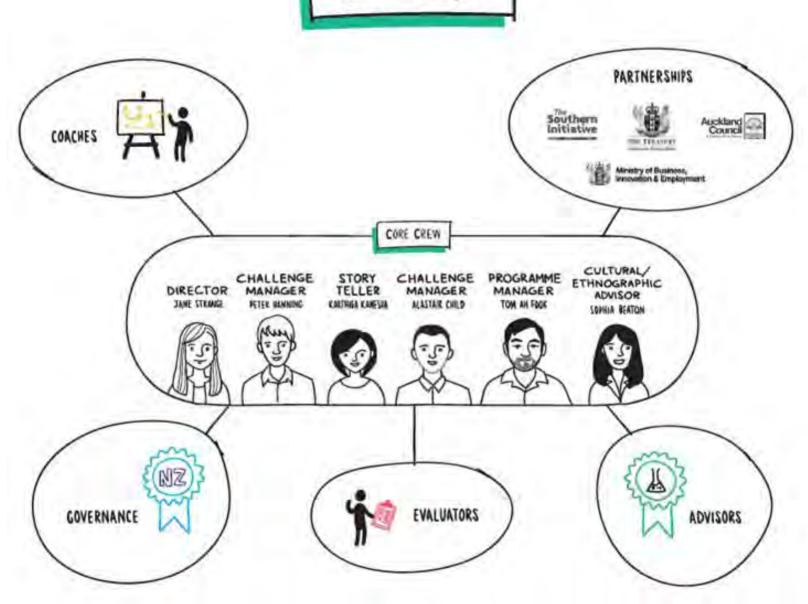






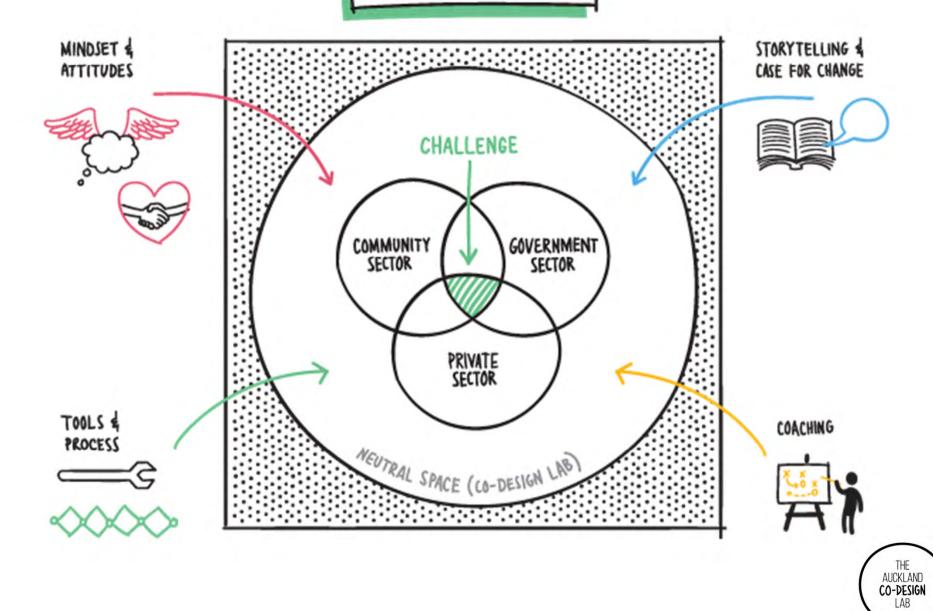


WHO WE ARE



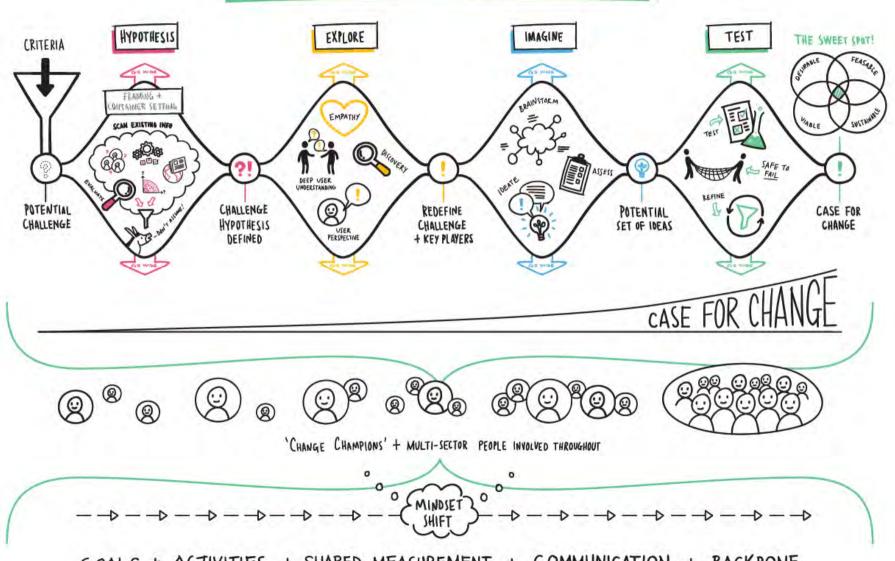
THE AUCKLAND CO-DESIGN LAB

WHAT WE OFFER



FUSING THE BEST OF (OLLABORATIVE AND USER (ENTRED METHODOLOGIES

HUMAN CENTRED CO-DESIGN FOR COLLECTIVE IMPACT



GOALS + ACTIVITIES + SHARED MEASUREMENT + COMMUNICATION + BACKBONE

THE SWEET SPOT

beginner's mindset
empathy
inductive
community
human/social capital
collaborative
coaching
unleash community assets
social enterprises
agile/iterative
prototype
ripple
weave/knit

Human centred Centred

- Awareness that current methods are not delivering results
- Building self-reliance
- Reducing dependence
- Encouraging enterprise
- Building capability
- Taking action
- Creating more impact for less (government) spend
- Integration

expert mindset
analysis
deductive
individual
financial capital
competitive
consulting
privatise public assets
services
waterfall
pilot
rollout
rationalise



WHAT HAVE WE LEARNT II MONTHS IN - LAB OVERALL

- 1. Identifying challenges where there is (political and agency) buy in and commitment across agencies is even harder than expected
- 2. There is demand for single/dual agency challenges (that don't fit our criteria)
- 3. Auckland location has (positive and negative) unintended consequences
- 4. Data to make the economic case for change is essential but (almost) impossible without OIA requests



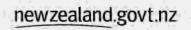






(HALLENGES



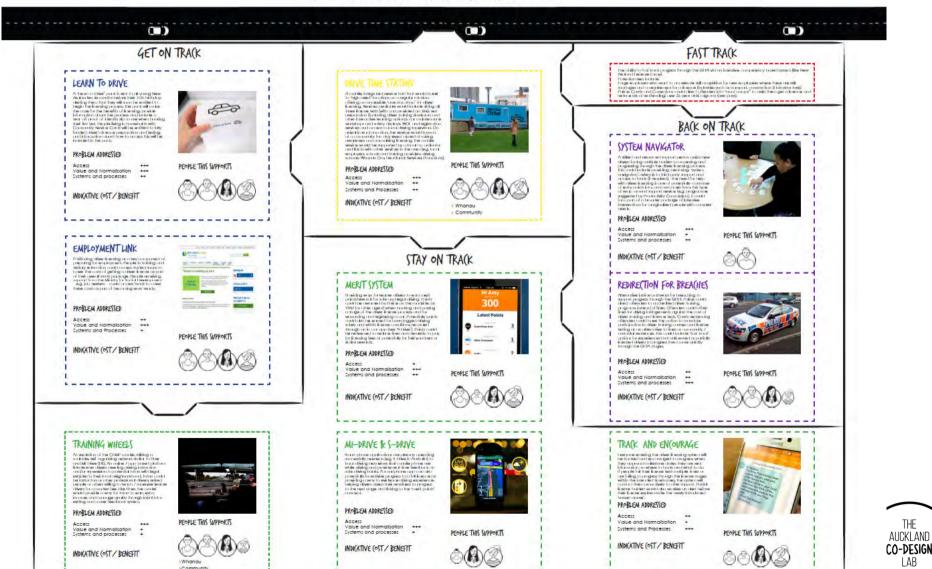






DRIVER LI(ENSE (HALLENGE

INTEGRATED DESIGN (ON(EPT MAP



"ATTITUDE GAP" (HALLENGE

















EARLY YEARS (HALLENGE

Protective factors

Risk factors

Unemploymen

Family violence

Maternal education

Overcrowding

Supportive adult/child relationship

Adaptive skills





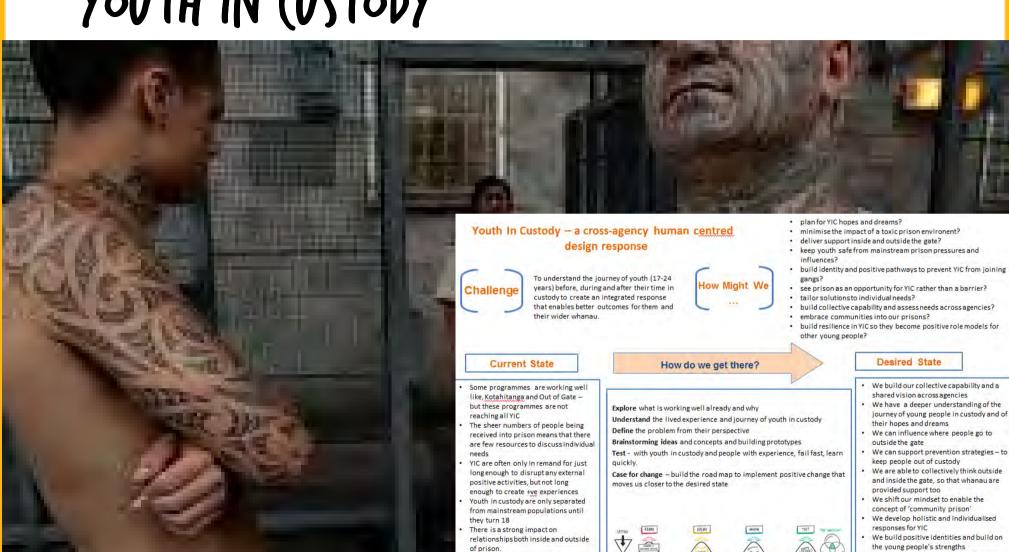






Strategies with Kids | Information for Parents

YOUTH IN (USTODY



The internal environment of prison is

very far removed from the 'real world' There is a lack of access to community

YIC are often seeking inclusion, status and protection - gangs offer these

services for YIC

things.

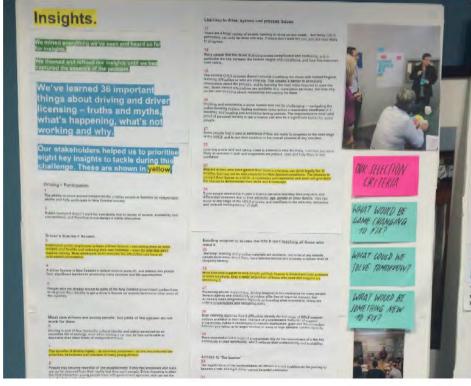


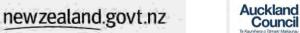
Desired State

- · We build our collective capability and a shared vision across agencies
- · We have a deeper understanding of the journey of young people in custody and of their hopes and dreams
- · We can influence where people go to outside the gate
- We can support prevention strategies to keep people out of custody
- We are able to collectively think outside and inside the gate, so that whanau are provided support too
- We shift our mindset to enable the concept of 'community prison'
- · We develop holistic and individualised responses for YIC
- We build positive identities and build on the young people's strengths
- We see YIC as opportunities rather than
- failures.



SMALLER PROJECTS







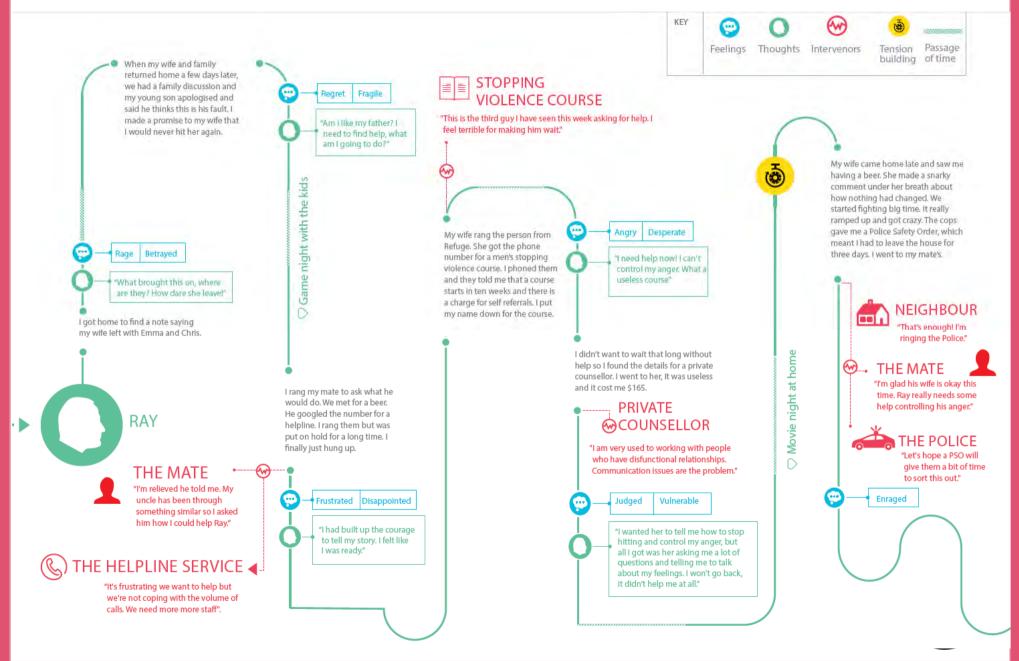
SMALLER PROJECTS: (OMPLETED

- Kohanga Reo design approach to explore reasons for a decline in rolls
 - TPK, Auckland Council
- Family Violence empathy re intergenerational and crossfamily impact
 - ACC, Auckland Council
- Rental Tenure private rental design
 - MBIE, Auckland Council

SMALLER PROJECTS: PLANNED AND UNDERWAY

- Financial Wellness redesign budgeting services
 - MSD, MBIE
- **Teacher led innovation** a design lens build on current programme
 - Min Edu, Auckland Council
- Healthy Homes user lens to iterate Healthy Homes initiative
 - MOH, DHB, Auckland Council
- Mental health
- Obesity
- Diabetes
 - MOH, DHBs, Auckland Council

FAMILY VIOLENCE - (HANGING THE SCRIPT



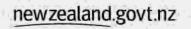


- 3 day design intensive
- **Structure**: 7 teams of 6 people, each team with a coach, plus overall facilitator
- Goal: to create design for innovation knowledge and experience for upcoming Challenges and wider partners
- Staff from 7 central government
- 50% funded by Auckland Council to build **community based innovation capability** and in South Auckland, so many community groups and representatives



LESSONS FROM THE (OAL FA(E

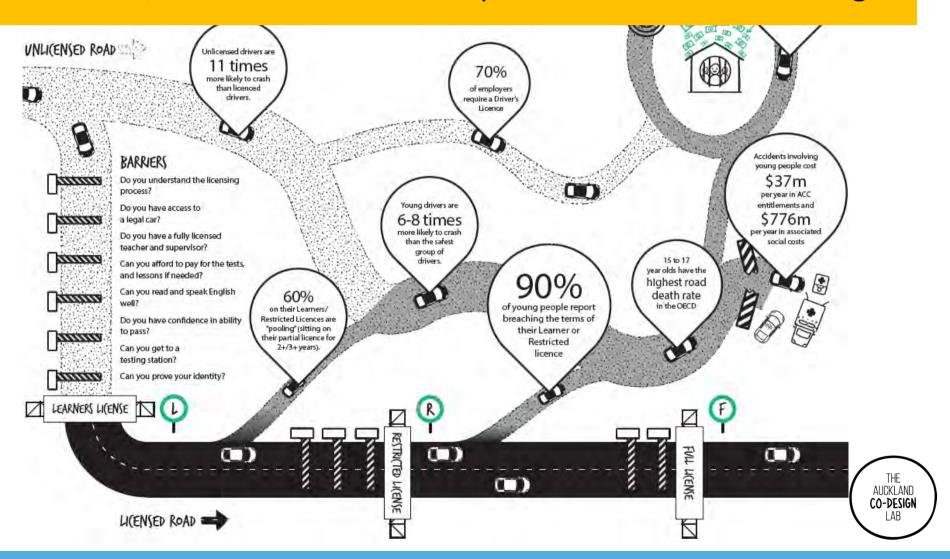








- Design makes what's intuitive visible
 - And, innovation is in the implementation not the design



- Spend as much time telling the story as doing the doing
 - And, practice advocacy by achievement





- Avoid insight bulges prototype asap, iterate to implement
 - And, transformational change requires 'hospice' care for the old and 'midwifery' to the new



- Create truly diverse, multi-disciplinary teams
 - And, it's exhausting and uncomfortable to learn and do, don't underestimate the emotional support needed



- Design brings common structure, language and practice for collaboration and unleashing creativity
- And, build on cultural and professional practices teams bring

 to build new practice at the confluence of disciplines for

 Aotearoa New Zealand

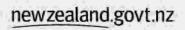






NEXT STEPS









FUTURE MODEL?

Emerging ideas about our design beyond the proof of concept period:

- Adapting our criteria to encompass a range of multi-agency and single agency projects
- A leaner, more flexible staffing design
- Satellite Labs e.g across Auckland, across the country
- a 50/50 (or 33/33/33 with Auckland Council) cost recovery 'centre of excellence' model

WAT(H THIS SPA(E!!!!



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