ŌTAUTAHI learning DAYS

Igniting the Conversation

Digital Equity

Ako Ōtautahi - Learning City Christchurch’s vision is for a coordinated, equitable and future-ready city where learning and wellbeing is accessible for everyone.

WHY THIS CONVERSATION?

- Those with less social capital do not have the same access to learning opportunities.
- COVID-19 accentuated this issue and affected different communities in different ways
- Predicted technological and demographic change increase the urgency for us to activate new and more equitable approaches to learning.

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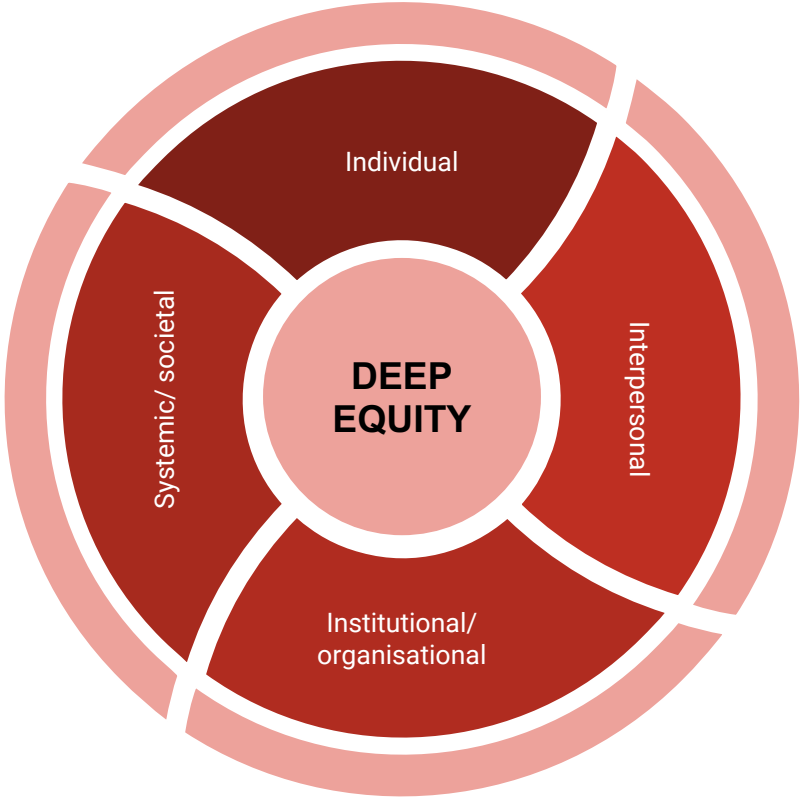
Equity is ultimately about: How do we be more human together and create social and environmental conditions on the planet where all can thrive and share their gifts?

Digital equity is one small piece of deeper equity issues

Systemic change requires deep equity to be understood and addressed



Digital Equity

Learning

Place based

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In this sprint we worked towards:

Progressing beyond the conversation to create actionable ideas for Ōtautahi Christchurch as a 'case' or demonstration of focus.

Generating actions to support, enable and influence increased Digital Equity in our community so that people can fully participate in learning opportunities.

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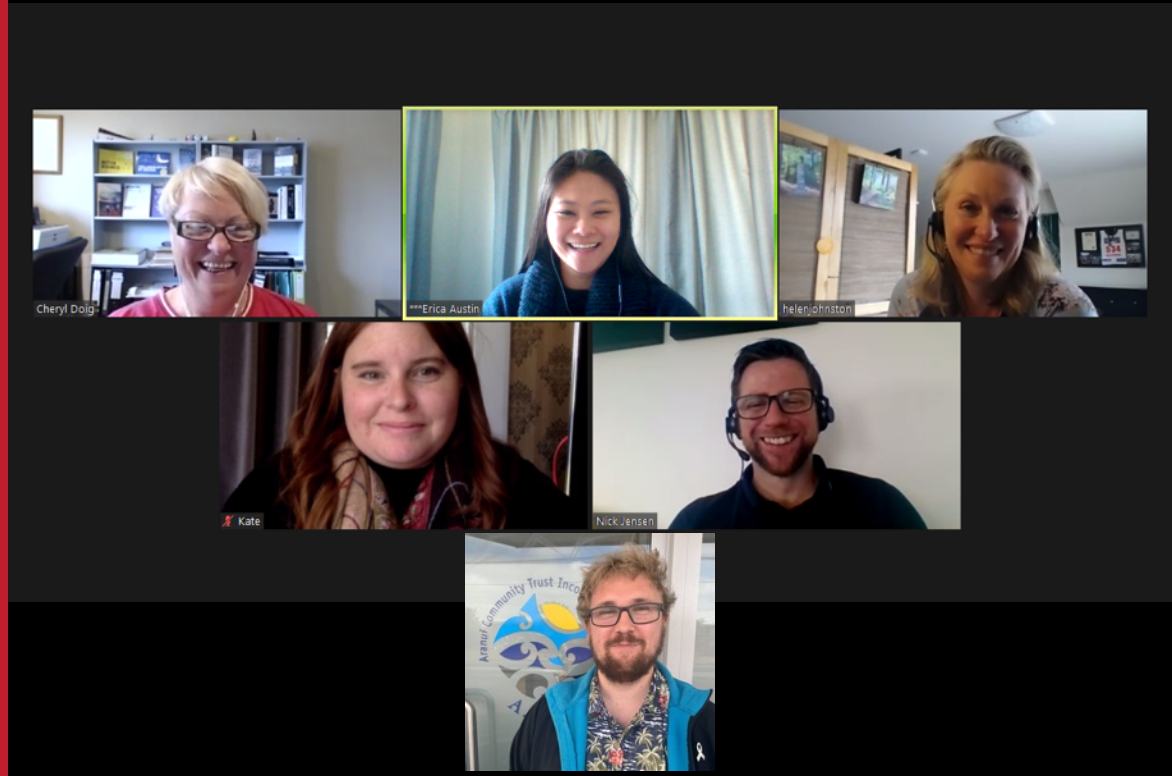
Group Insights and Ideation

A highly experienced and connected group contributed to this action sprint. Representing Ako Ōtautahi, Chorus, Digital Futures Aotearoa and ConnectED Haeata Project / Aranui Community Trust.



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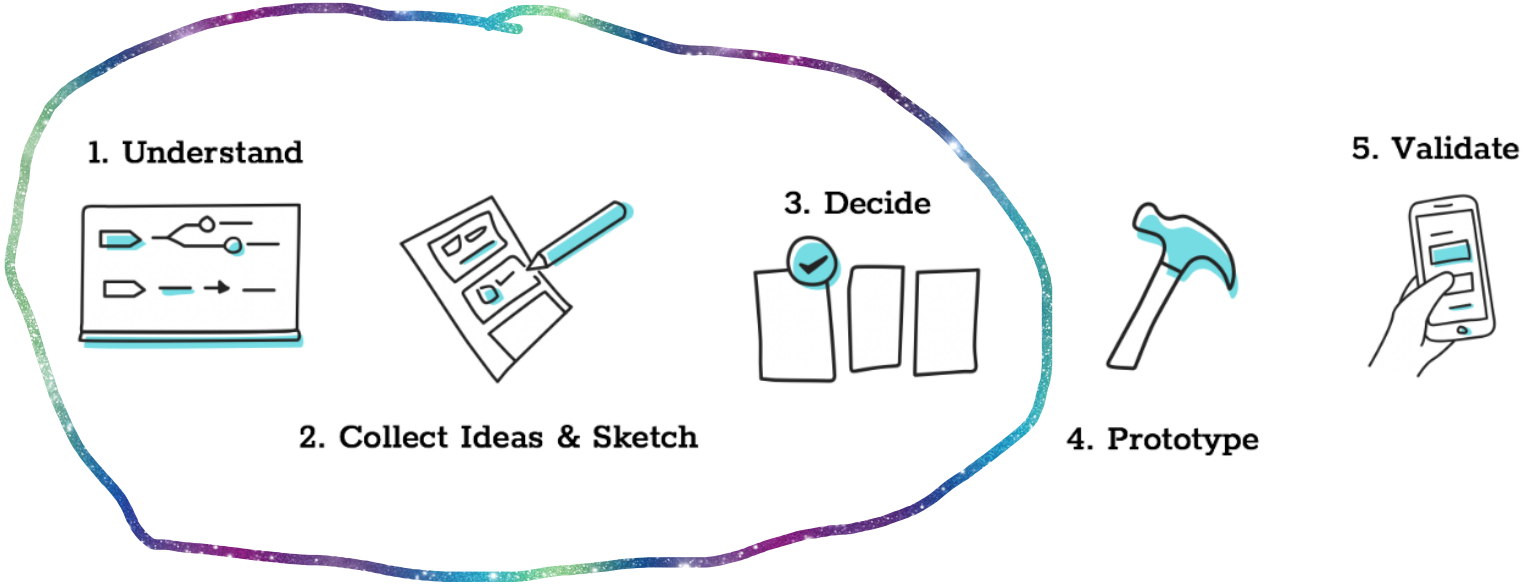

Our Process

Applied a modified version of the Design Sprint process to move from conversation to actionable ideas

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Understand

Share knowledge and gain understanding of the problem at hand

An Expert Panel provided their perspectives on Digital Equity

Ministry of Education, 20/20 Trust, People for People, Department of Corrections, Greater Christchurch Schools Network, InternetNZ

Digital Equity Key Resource Links

learning DAYS

http://bit.ly/dequity

National

The Digital Inclusion Blueprint 2019
https://www.digital.govt.nz/dmsdocument/113-digital-inclusion-blueprint-te-mahere-mo-te-whakaurunga-matihiko/html

Digital Inclusion Action Plan 2020–2021
https://www.digital.govt.nz/dmsdocument/174~digital-inclusion-action-plan-20202021/html

Internet NZ Five Point Plan for Digital Inclusion
https://internetnz.nz/news-and-articles/new-government-digital-inclusion-action-plan/
https://internetnz.nz/policy/the-five-point-plan-for-digital-inclusion-covid-19-and-beyond/
https://selfiereflective.libsyn.com/website/mission-digital-inclusion-with-andrew-cushen

Digital Divide
https://report.digitaldivides.nz/

Programmes and Action Change
https://www.stuff.co.nz/national/education/122767021/generations-come-together-to-close-the-digital-divide-for-new-zealand-kids

Digital Inclusion Alliance Aotearoa
https://digitalinclusionalliance.nz/resources an excellent place to find more research and resources

Digital Futures Aotearoa
https://www.digitalfutureaotearoa.nz/blog/funding-purpose

Starting your Project for Home Internet Access for Students

https://www.education.govt.nz/school/digital-technology/your-schools-ict-network/enabling-home-internet-access-for-your-community/starting-your-project-for-home-internet-access-for-students/

Ōtautahi

Closing the Digital Divide During Covid Lockdown - a GCSN Report

Three pages of Digital Equity Resource links were collated and shared.

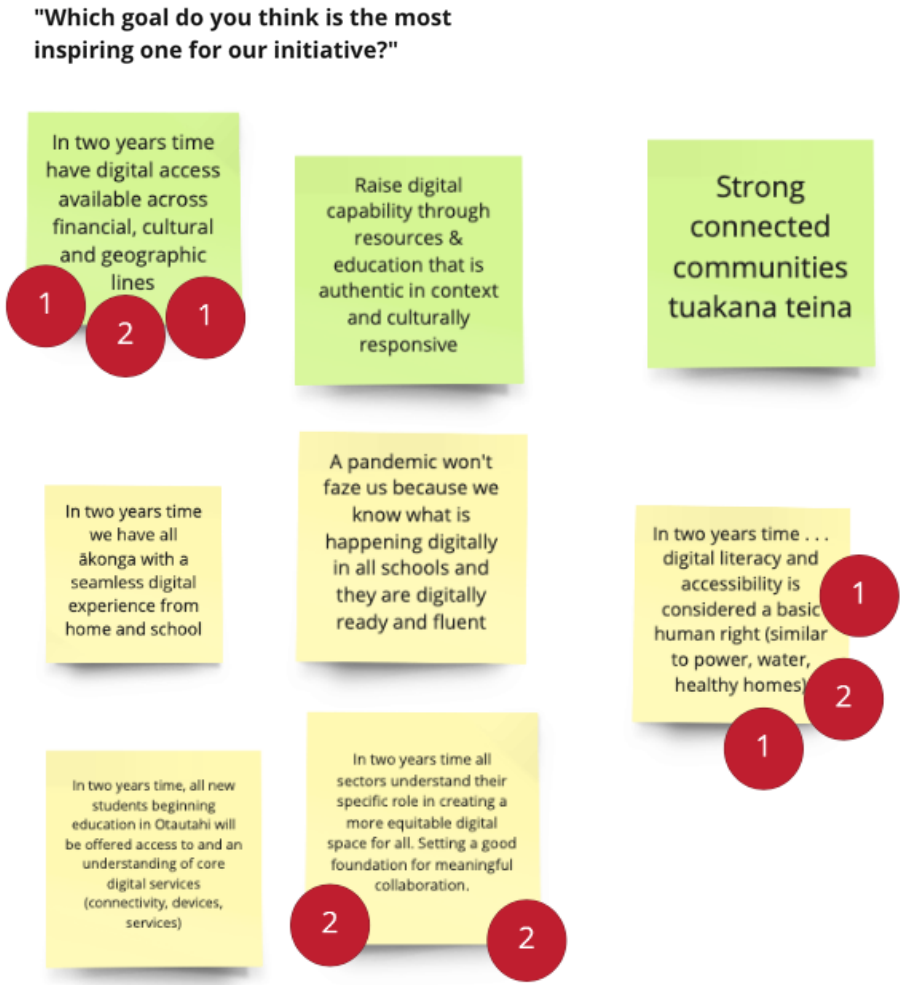
Alignment

Choose a goal, key questions that need to be answered, and a challenge: an ambitious but manageable piece of the problem

Long Term Goal

“In two years time...”

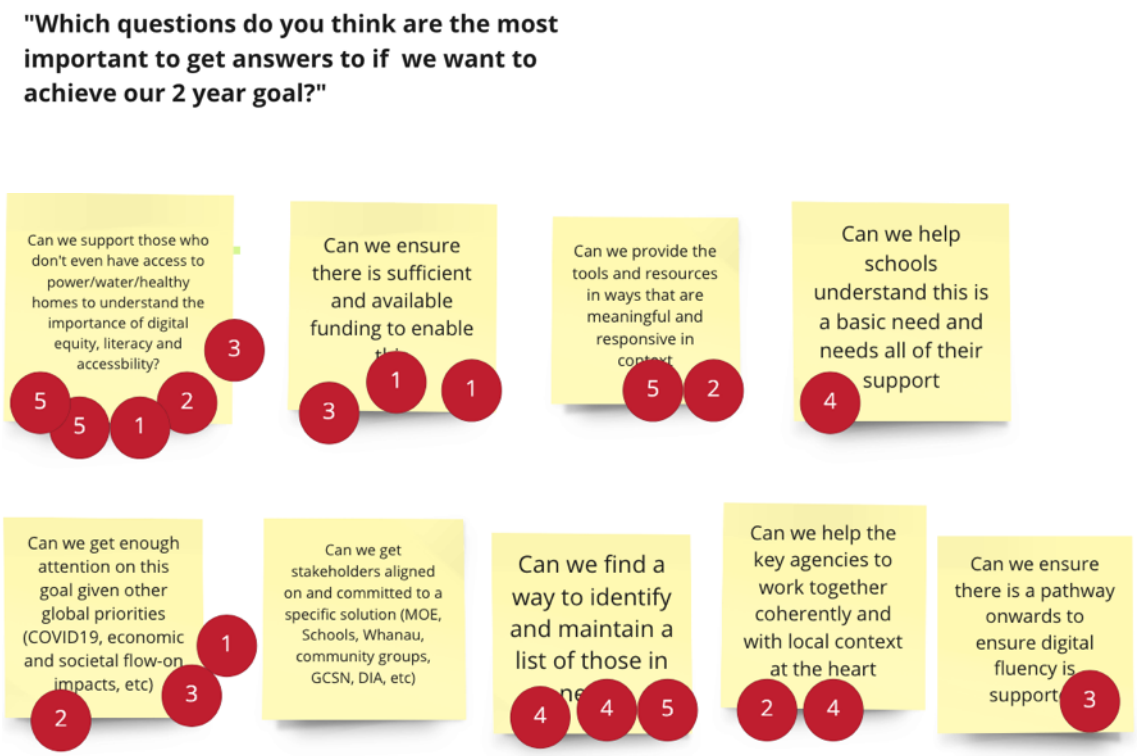
Digital literacy and accessibility is considered a basic human right (similar to power, water, healthy homes)



Sprint Questions

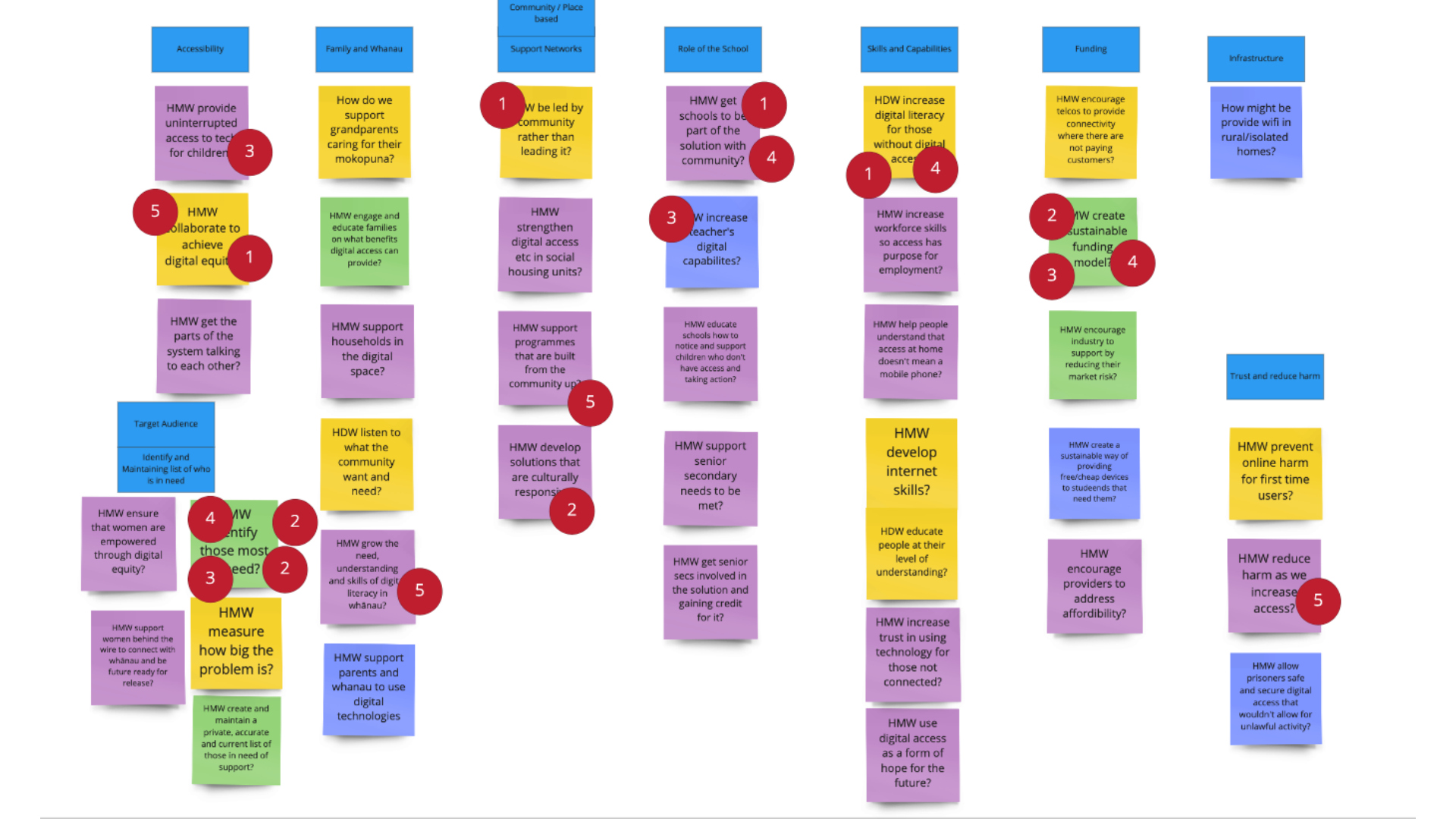
“Can we...”

- Support those who don't even have access to power / water / healthy homes to understand the importance of digital equity, literacy and accessibility?
- Ensure there is sufficient and available funding to enable this
- Find a way to identify and maintain a list of those in need?



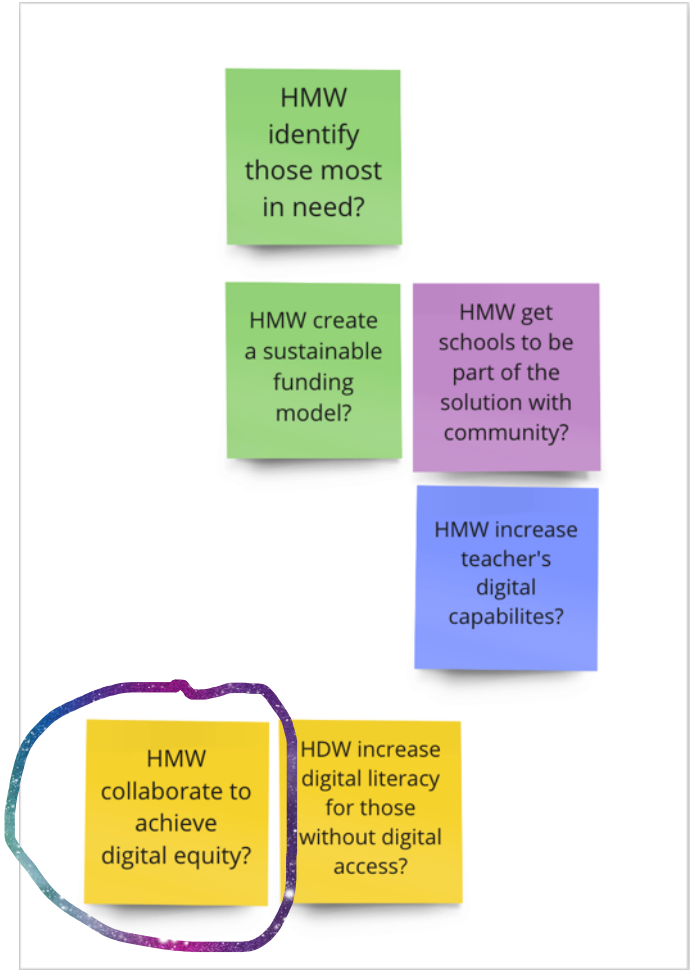
The Chosen Challenge

How might we... collaborate to achieve digital equity in Ōtautahi Christchurch?


Accessibility
HMW provide uninterrupted access to tech for children
3
5
HMW collaborate to achieve digital equit
1
HMW get the parts of the system talking to each other?
Target Audience
Identify and Maintaining list of who is in need
HMW ensure that women are empowered through digital equity?
4
2
3
2
HMW measure how big the problem is?
HMW support women behind the wire to connect with whānau and be future ready for release?
HMW create and maintain a private, accurate and current list of those in need of support?
Family and Whanau
How do we support grandparents caring for their mokopuna?
HMW engage and educate families on what benefits digital access can provide?
HMW support households in the digital space?
HDW listen to what the community want and need?
HMW grow the need, understanding and skills of digit literacy in whānau?
5
HMW support parents and whanau to use digital technologies
Community / Place based
Support Networks
1
HMW strengthen digital access etc in social housing units?
HMW support programmes that are built from the community up?
5
HMW develop solutions that are culturally respons
2
Role of the School
HMW get schools to be part of the solution with community?
1
4
3
HMW educate schools how to notice and support children who don't have access and taking action?
HMW support senior secondary needs to be met?
HMW get senior secs involved in the solution and gaining credit for it?
Skills and Capabilities
HDW increase digital literacy for those without digital acce
1
4
HMW increase workforce skills so access has purpose for employment?
HMW help people understand that access at home doesn't mean a mobile phone?
HMW develop internet skills?
HDW educate people at their level of understanding?
HMW increase trust in using technology for those not connected?
HMW use digital access as a form of hope for the future?
Funding
HMW encourage telcos to provide connectivity where there are not paying customers?
2
3
4
HMW encourage industry to support by reducing their market risk?
HMW create a sustainable way of providing free/cheap devices to studeends that need them?
HMW encourage providers to address affordibility?
Infrastructure
How might be provide wifi in rural/isolated homes?
Trust and reduce harm
HMW prevent online harm for first time users?
HMW reduce harm as we increase access?
5
HMW allow prisoners safe and secure digital access that wouldn't allow for unlawful activity?

How might we...

The top priority challenges were identified, and one chosen to provide the focus for this sprint.



Ideation

Brainstorming potential solutions with a difference. Together, alone

Team 1 Work Area

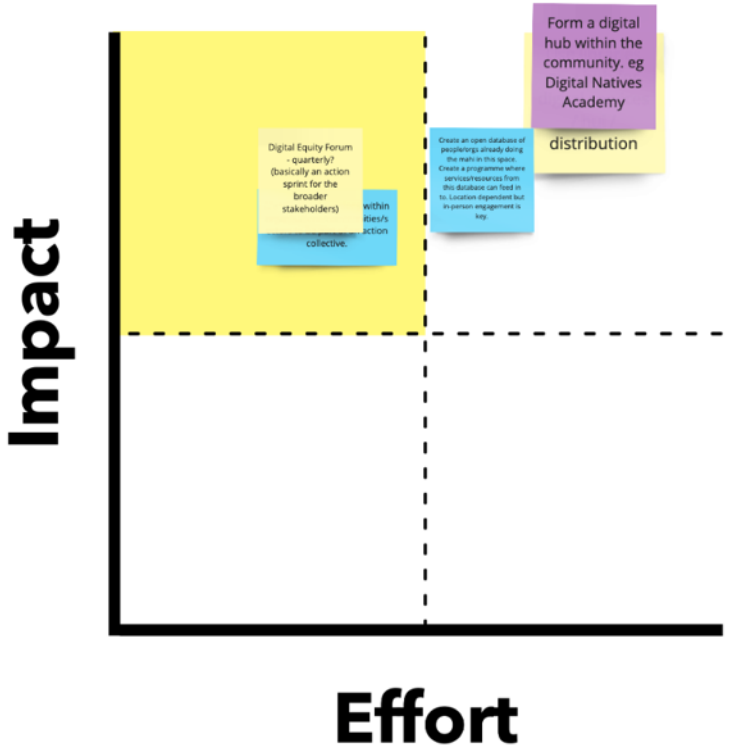
What are the possible solutions to our challenge?

Deciding

Decide what to execute on: Prioritise the list of solutions, examine the impact versus effort and create action steps.

Team 1 Action Map

Where do the top voted solutions sit on the impact/ effort scale



HMW

HMW collaborate to achieve digital equity?

Digital Equity Forum

- A regular forum (e.g. quarterly) involving an action sprint for the broader stakeholders
- Identify the champions within organisations / communities / sectors to be part of an action collective.

Digital Equity Forum

Action Steps:

01 Identify organisation to champion or lead

02 Identify who to involve / invite

03 Articulating the purpose / compelling reason / the ‘why’

Success Criteria: Does it happen? Success of the first session. Appetite to carry on

Create Open Database

- Create an open database of people / orgs already doing the mahi in this space.
- Create a programme where services / resources from this database can feed in to.
- Location dependent but in-person engagement is key.

Open Connection Database

Action Steps:

01 Identify who will take responsibility to drive initiative

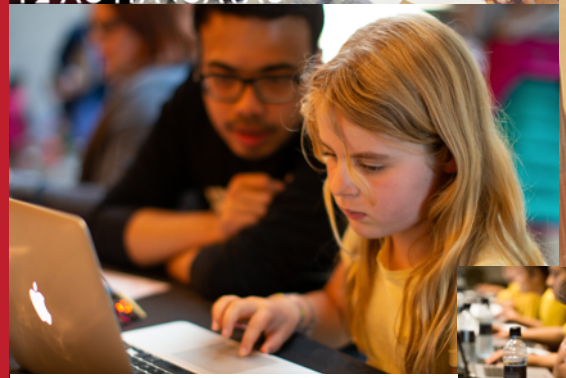
02 Where will database be hosted? Could be built out of forum.

03 Overarching purpose. Private/Public use? Who is it for?

Success Criteria: How much it is used/ accessed. What does it lead to? Measure through evaluation, collaborations, stories.

Digital Hub within the Community

- Digital Hub in the community that supports children and youth (e.g. Digital Natives Academy)
- Mandated by the community
- Involving fully aligned partner organisations
- Using libraries and other community spaces as hubs.



Form a Digital Hub within the Community

Action Steps:

01 Identify greatest need. Establish whether a need or desire from the community itself.

02 Secure a funding mechanism.

03 Investigate where this is happening well. Replicate successes: e.g Community driven, support of wider organisations.

04 Identify champions already in the community. Pool the networks and contacts e.g contacts at the libraries.

Form a Digital Hub within the Community (cont.)

Success Criteria:

Secure a funding mechanism. Find a community partnership and trusted person from the community.
Does community turn up? Sustainability - at least for a period of 2-3 years.
Impact: greater digital literacy (e.g. stories, greater participation numbers)

What Next?

- Digital Futures and ConnectED project would like to be part of this mahi.
- Link in with GCSMs future plans for after ConnectED project is completed.
- GCSM, Digital Future, Ako Otautahi - connect up.
- Need to identify a key person from the community who could lead going forward (needs mana).
- Greatest need: Whole eastside of Christchurch. (e.g. Aranui, Linwood).

Backlog

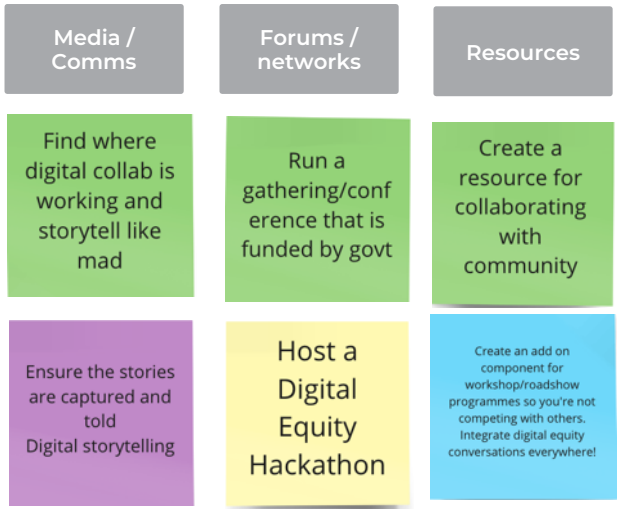
Solutions and challenges in our sprint that form our backlog for future conversations.

Backlog of Solutions for chosen challenge

HMW collaborate to achieve digital equity?

Priority Solutions (Voted up) and roughly themed:

Themes



Similar to Sprint Solutions

Monthly hui to feed in latest info re national responses so we don't duplicate or work against

Backlog of Solutions for chosen challenge

HMW collaborate to achieve digital equity?

All other Solutions roughly themed:

Collaborations

- Develop multi year partnerships
- Ensure we avoid competing for funding - who are the key people eg GCSN, Code Club etc
- Link with ChChNZ, CCC, Smart Cities so we have a coherent link into things like the supernodes
- Run a TELCO sprint with all govt group to work through opportuntiies for funding models
- Connect with Ngāi Tahu through Tokona te Taki or Mātauraka Mahaanui
- Use Learning City as another source of collaborating/linking more broadly across the city
- Telcos, activators, implementers , community - key groups and people identified to call on
- Create a "privacy contract" that enables partners to particpate and collaborate without barriers to knowing who is who

Media

- Media partnerships to draw attention to the issue
- Identify common places where we can find whānau and young people - comms
- Create a visual campaign (similar to All Right?) to raise awareness in communities, workplaces and public realms. Create fun resources for people to use.

Identify need

- Survey the local community on existing means and knowledge/aspirations
- Work with location based initiatives to identify issues that are specific to that place.
- Partner with Chorus Managed Migrations teams to door knock communities in need
- Partner with Work and Income to target beneficiaries at point of contact
- Partner with Kāinga Ora to identify homes in need

Industry Ideas

- Partner with power, water and internet services to create a pack-deal for businesses, schools, homes, etc.

Skill Building

- Teacher training post Kiatakatū a Matihiko?
- supporting Iwi and Māori leaders in becoming digitallyliterate and fluent
- Ensuring education is through a lens that those participating can see themselves

Public Spaces

- Inclusive of interactive digital means within public spaces. eg Electric Garden in the Botanics

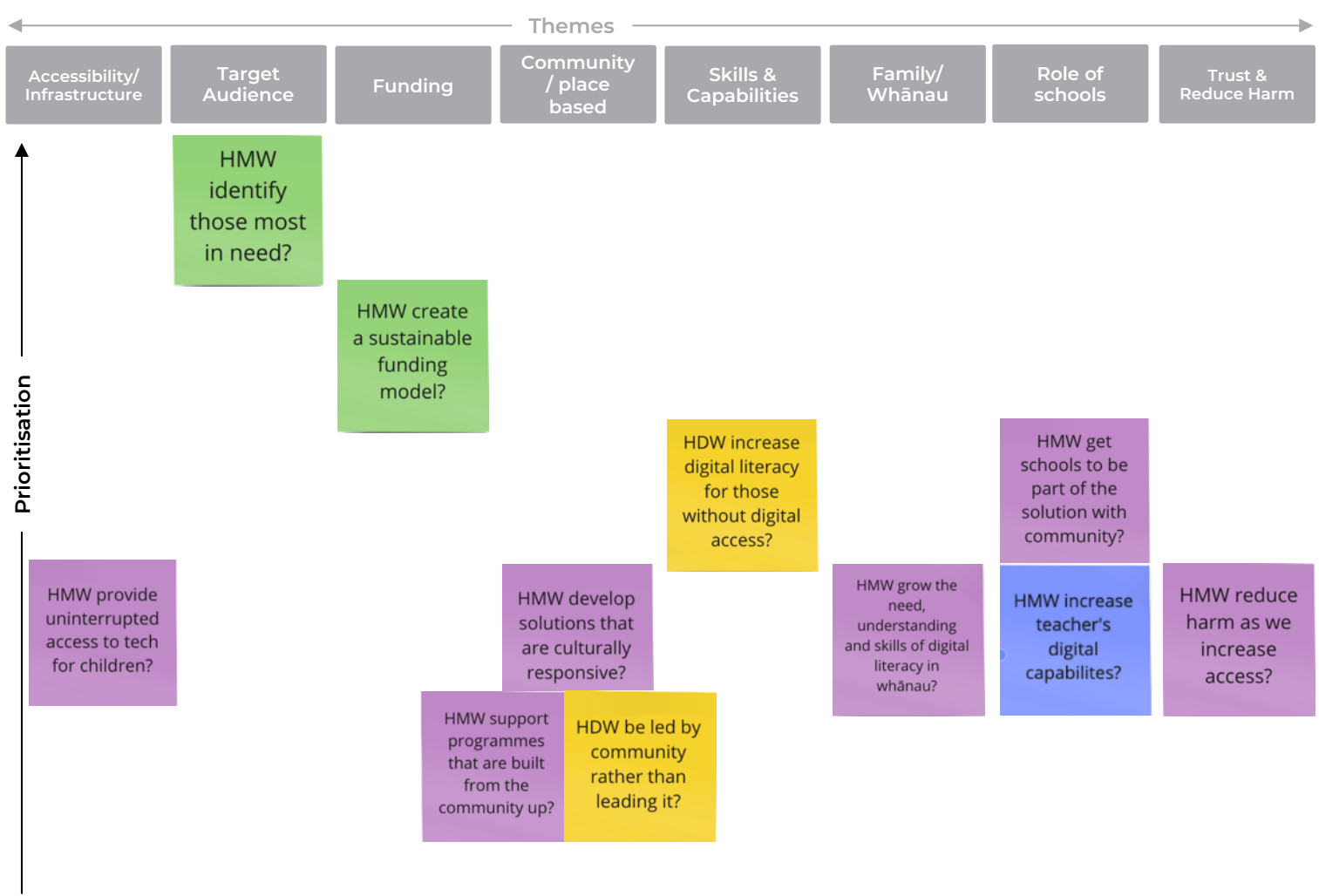
Similar to Sprint Solutions

- run code camps or other longer events within the community
- Create a register of community support groups, and create an online space for them to collaborate and share learnings

Backlog of Challenges

What other challenges were identified?

Priority Challenges (voted up) and themed in sprint:



Backlog of Challenges

All other challenges themed in sprint:

Themes

Accessibility/ Infrastructure	Identify Audience	Funding	Community / place based	Skills & Capabilities	Family/ Whānau	Role of schools	Trust & Reduce Harm
HMW get the parts of the system talking to each other?	HMW measure how big the problem is?	HMW encourage industry to support by reducing their market risk?	HMW strengthen digital access etc in social housing units?	HMW increase workforce skills so access has purpose for employment?	HMW engage and educate families on what benefits digital access can provide?	HMW educate schools how to notice and support children who don't have access and taking action?	HMW prevent online harm for first time users?
HMW create a sustainable way of providing free/cheap devices to studeends that need them?	HMW create and maintain a private, accurate and current list of those in need of support?		HDW listen to what the community want and need?	HMW help people understand that access at home doesn't mean a mobile phone?	HMW support households in the digital space?	HMW support senior secondary needs to be met?	HMW increase trust in using technology for those not connected?
HMW encourage providers to address affordibility?	HMW support women behind the wire to connect with whānau and be future ready for release?			HMW develop internet skills?	How do we support grandparents caring for their mokopuna?	HMW get senior secs involved in the solution and gaining credit for it?	HMW allow prisoners safe and secure digital access that wouldn't allow for unlawful activity?
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How might be provide wifi in rural/isolated homes?				HMW use digital access as a form of hope for the future?			

Igniting the Conversation

Digital Equity

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