

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?

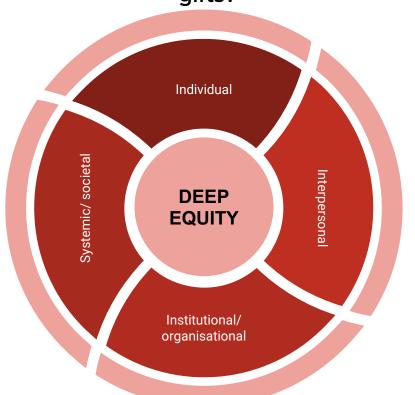
- Those with less social capital do not have the same access to learning opportunities.
- COVID-19 accentuated this issue and affected different communities in different ways
- Predicted technological and demographic change increase the urgency for us to activate new and more equitable approaches to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



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



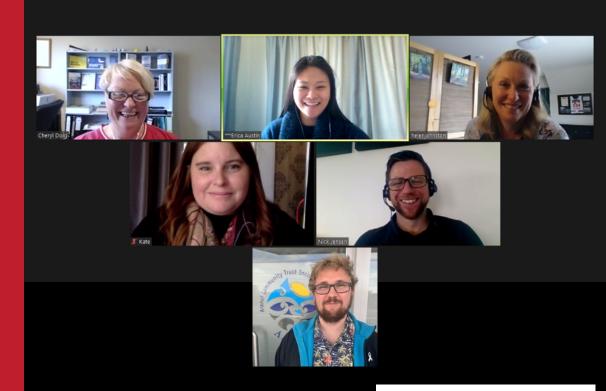
In this sprint we worked towards:

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

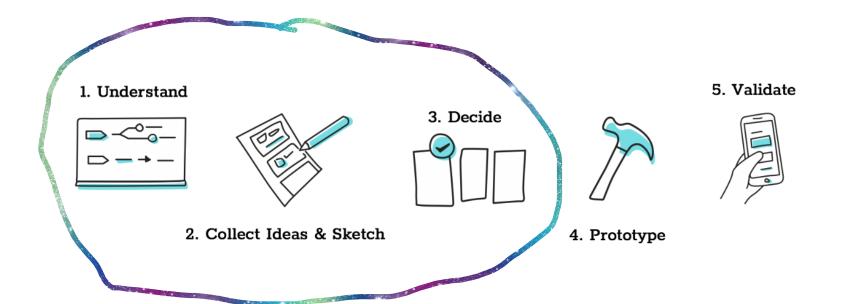
Generating actions to support, enable and influence increased Digital Equity in our community so that people can fully participate in learning opportunities.

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.







Our Process

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



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

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/htm

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://internetriz.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 Divid

https://report.digitaldivides.nz/

Programmes and Action Change

//www.stuff.co.nz/national/education/122767021/generations-come-together-to-close-the-digital-divide-for-new-zealand-kid

Digital Inclusion Alliance Antearna

https://digitalinclusionalliance.nz/resources an excellent place to find more research and resources

Digital Futures Actearoa

https://www.digitalfutureactearoa.nz/blog/funding-purpose

Starting your Project for Home Internet Access for Students

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

Otautahi

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)

"Which goal do you think is the most inspiring one for our initiative?"

In two years time have digital access available across financial, cultural and geographic

lines

1

Raise digital capability through resources & education that is authentic in context and culturally responsive Strong connected communities tuakana teina

In two years time we have all ākonga with a seamless digital experience from home and school A pandemic won't faze us because we know what is happening digitally in all schools and they are digitally ready and fluent

In two years time . . . digital literacy and accessibility is considered a basic human right (similar to power, water, healthy homes)

4

In two years time, all new students beginning education in Otautahi will be offered access to and an understanding of core digital services (connectivity, devices, services) In two years time all sectors understand their specific role in creating a more equitable digital space for all. Setting a good foundation for meaningful collaboration.

-2

2

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?

"Which questions do you think are the most important to get answers to if we want to achieve our 2 year goal?"

Can we support those who don't even have access to power/water/healthy homes to understand the importance of digital equity, literacy and accessbility?



Can we provide the tools and resources in ways that are meaningful and responsive in context.

Can we help schools understand this is a basic need and needs all of their support

Can we get enough attention on this goal given other global priorities (COVID19, economic and societal flow-on impacts, etc)

Can we get stakeholders aligned on and committed to a specific solution (MOE, Schools, Whanau, community groups, GCSN, DIA, etc) Can we find a way to identify and maintain a list of those in

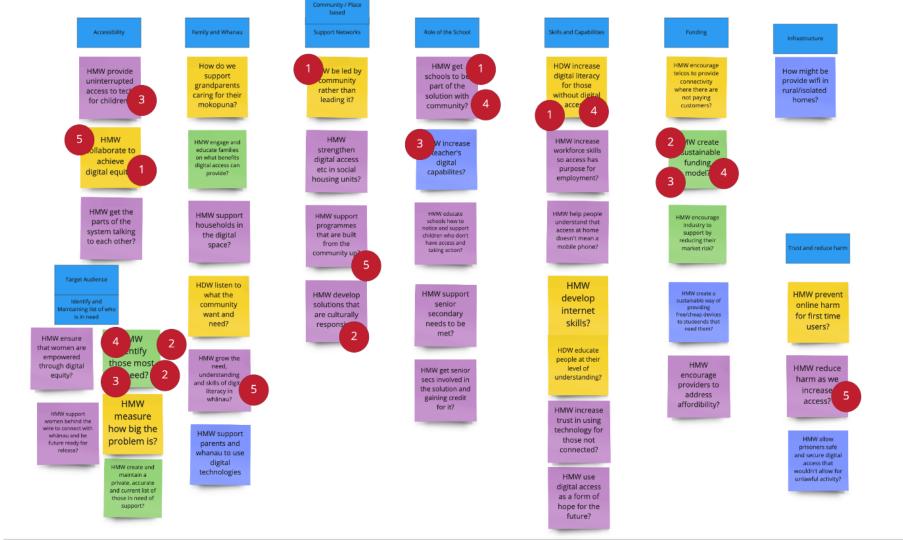


Can we help the key agencies to work together coherently and with local context at the heart

can we ensure there is a pathway onwards to ensure digital fluency is support

The Chosen Challenge

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



How might we...

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

HMW identify those most in need?

HMW create a sustainable funding model? HMW get schools to be part of the solution with community?

HMW increase teacher's digital capabilites?

HMW collaborate to achieve digital equity?

HDW increase digital literacy for those without digital access?

Ideation

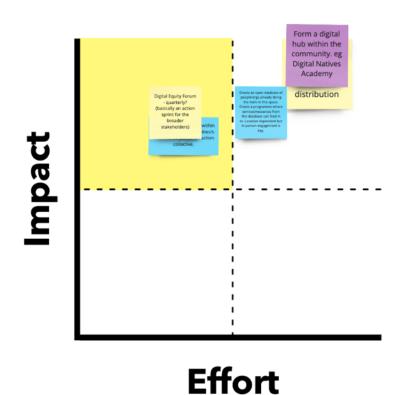
Brainstorming potential solutions with a difference. Together, alone

What are the possible solutions to our challenge? **HMW** Telcos, activators, Create a Run a Monthly hu to Link with ChChNZ, Run a TELCO implementers, Find where Use Learning City Ensure we avoid resource for Connect with Ngãi gathering/conf feed in latest info CCC, Smart Cities as another source sprint with all govt competing for community - key digital collab is collaborating Tahu through re national so we have a group to work funding - who are erence that is groups and working and Tokona te Taki or with responses so we coherent link into collaborating/linki through the key people eg people identified **HMW** funded by govt Mätauraka storytell like to call on community don't duplicate or things like the ng more broadly opportuntiies for GCSN, Code Club Mahaanui mad collaborate to work against supernodes across the city funding models achieve digital equity? Survey the local Inclusive of Teacher Form a digital Ensuring community based supporting lwi run code camps community on Develop interactive digital education is Ensure the stories Code Clubs/tech hub within the and Māori leaders training post or other longer events - show existing means means within through a lens are captured and multi year community. eg in becoming possibilities. and Kiatakatū a public spaces. eg events within that those told digitallyliterate **Digital Natives** Whanau/tamariki/co partnerships knowledge/aspira Electric Garden in participating can Digital storytelling the community Matihiko? and fluent mmunity inclusive Academy the Botanics tions see themselves Use libraries Media Create a "privacy Host a Partner with Create a register of Digital Equity Forum Partner with Partner with Schools contract" that Chorus Managed as a hub for community support partnerships - quarterly? Work and Digital enables partners to groups, and create Kāinga Ora to "roadshow" to (basically an action Migrations teams digital services to draw particpate and Income to target an online space for sprint for the Equity to door knock identify homes demonstrate collaborate without attention to /hui/ them to collaborate beneficiaries at broader communities in barriers to knowing in need benefits stribution and share learnings Hackathon the issue stakeholders) point of contact need who is who Create an open database of Identify the Work with people/orgs already doing Identify common Create a visual campaign Partner with power. Create an add on champions within the mahi in this space. location based (similar to All Right?) to water and internet component for Create a programme where places where we organisations/co raise awareness in workshop/roadshow services to create a initiatives to services/resources from can find whānau communities, workplaces programmes so you're not mmunities/sector this database can feed in pack-deal for identify issues and public realms. Create competing with others. to. Location dependent but and young people s to be part of a businesses, schools, fun resources for people to that are specific to Integrate digital equity in-person engagement is - comms conversations everywhere action collective. use. homes, etc. that place.

Deciding

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

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







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:

Ol Identify organisation to champion or lead

02 Identify who to involve / invite

O3 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:

- Ol Identify who will take responsibility to drive initiative
- O2 Where will database be hosted? Could be built out of forum.
- O3 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:

- Ol Identify greatest need. Establish whether a need or desire from the community itself.
- O2 Secure a funding mechanism.
- O3 Investigate where this is happening well. Replicate successes: e.g Community driven, support of wider organisations.
- O4 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:

Media / Forums / Comms Find where Create a Run a digital collab is resource for gathering/conf working and collaborating erence that is storytell like with funded by govt mad community Host a Create an add on Ensure the stories Digital workshop/roadshow are captured and programmes so you're not told Equity Integrate digital equity Digital storytelling conversations everywhere! Hackathon

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:

Industry Identify Collaborations need Ensure we avoid Survey the local Media Partner with power, competing for community on Develop partnerships water and internet funding - who are existing means services to create a multi year to draw and the key people eg pack-deal for knowledge/aspira GCSN, Code Club partnerships attention to businesses, schools, tions etc the issue homes, etc. Link with ChChNZ. Work with Run a TELCO Identify common CCC. Smart Cities sprint with all govt location based places where we so we have a initiatives to group to work can find whānau identify issues coherent link into through and young people things like the that are specific to opportuntiles for - comms that place. supernodes funding models Partner with **Use Learning City** Connect with Ngãi Create a visual campaign as another source (similar to All Right?) to Chorus Managed Tahu through raise awareness in Migrations teams Tokona te Taki or communities, workplaces to door knock collaborating/linki and public realms. Create Mätauraka fun resources for people to communities in ng more broadly Mahaanui need across the city Telcos, activators, Create a "privacy Partner with implementers, contract" that Work and community - key enables partners to particpate and Income to target groups and collaborate without people identified beneficiaries at barriers to knowing to call on point of contact who is who Partner with Kāinga Ora to identify homes

in need

Skill Building

Teacher training post Kiatakatū a Matihiko? Inclusive of interactive digital means within public spaces. eg Electric Garden in the Botanics

supporting lwi and Māori leaders in becoming digitallyliterate and fluent

Ensuring education is through a lens that those participating can see themselves

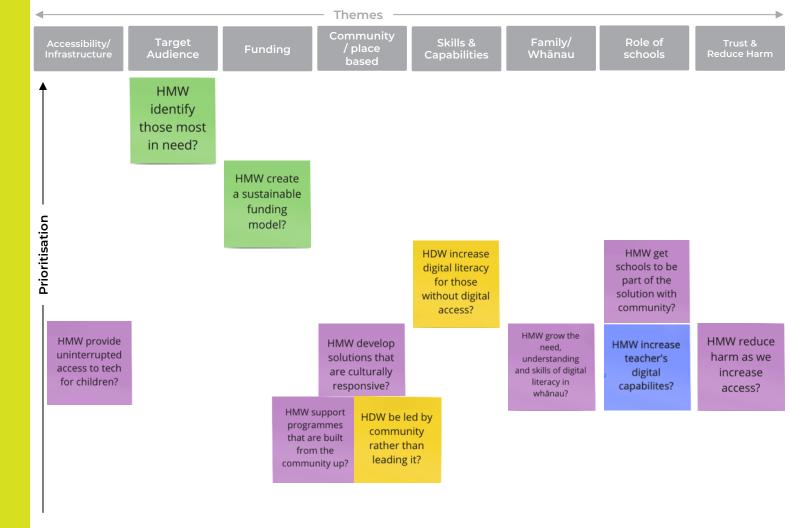
Similar to Sprint Solutions

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:



	-	Themes —							
	Accessibility/ Infrastructure	Identify Audience	Funding	Community / place based	Skills & Capabilities	Family/ Whānau	Role of schools	Trust & Reduce Harm	
Backlog of Challenges All other challenges themed in sprint:	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?	
	HMW encourage telcos to provide connectivity where there are not paying customers?	HMW support women behind the wire to connect with whānau and be future ready for release?			HDW educate people at their level of understanding?	HMW support parents and whanau to use digital technologies			
	How might be provide wifi in rural/isolated homes?				HMW use digital access as a form of hope for the future?				

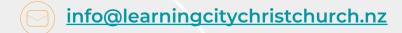
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