



THE
AUCKLAND
CO-DESIGN
LAB

TOGETHER WE DISCOVER

Collaborating across central and local Government and the community: The Auckland Co-design Lab

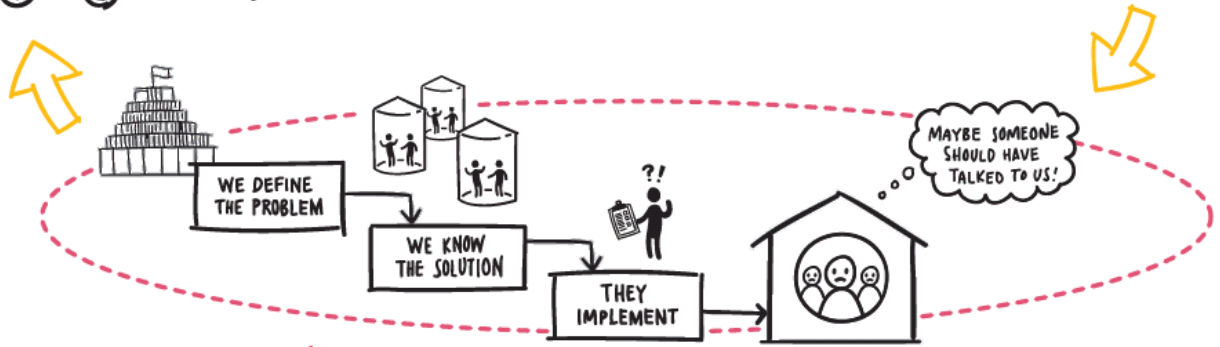
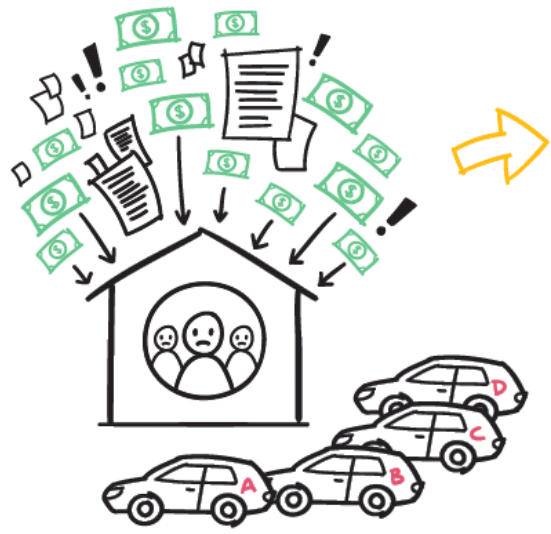
13 May 2015



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WHY WE NEED A CO-DESIGN LAB

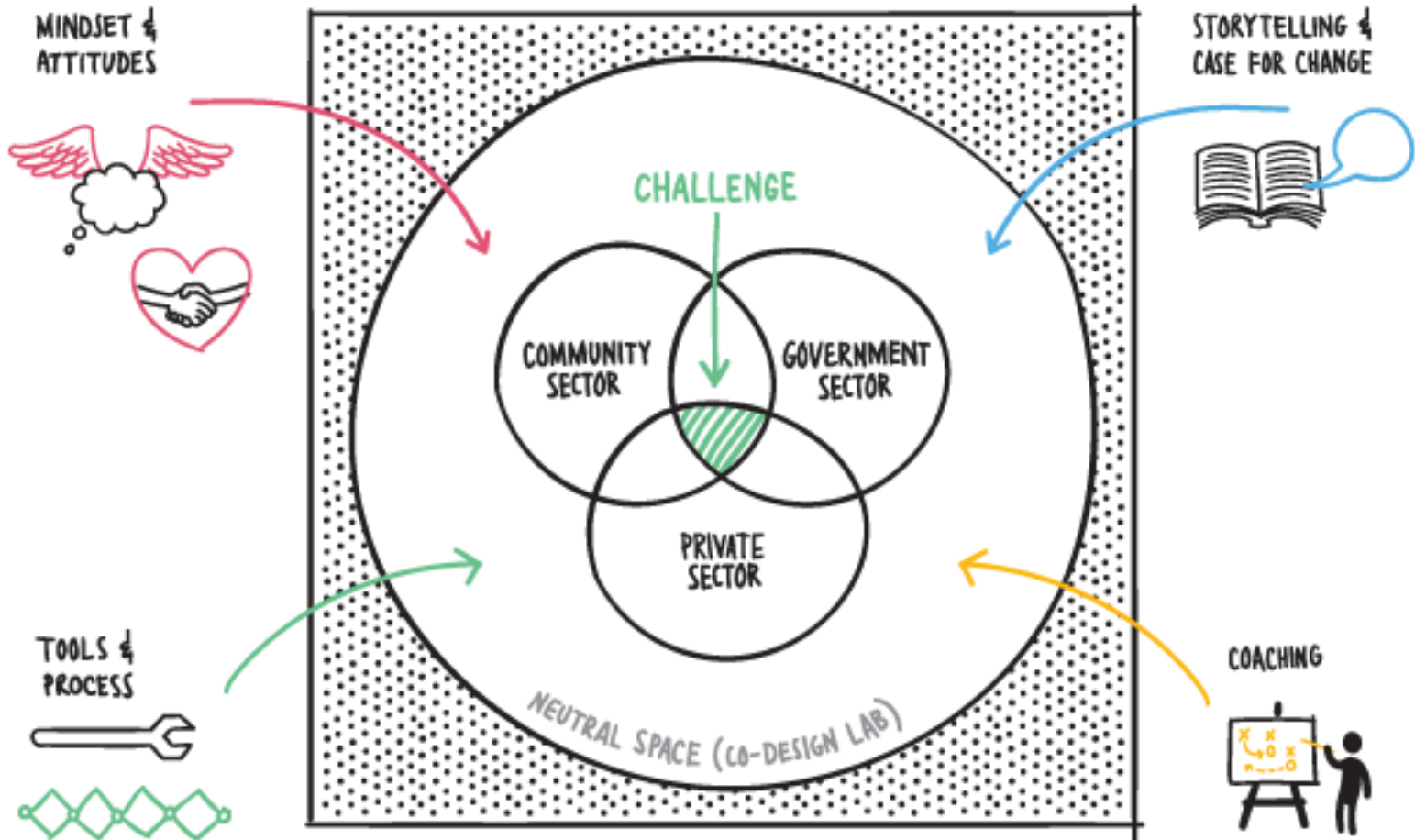


WE NEED NEW WAYS TO SOLVE COMPLEX PROBLEMS...

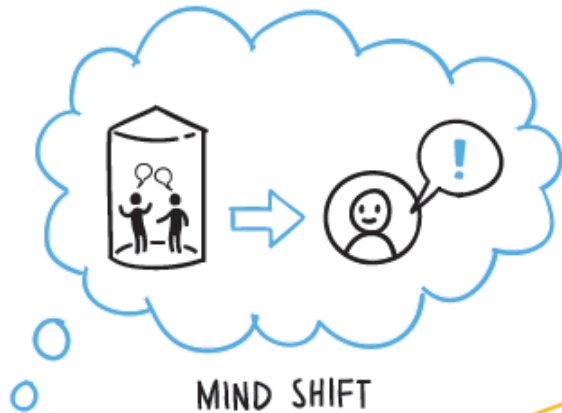
USING THE SAME PROCESS - AGAIN AND AGAIN



WHAT WE OFFER

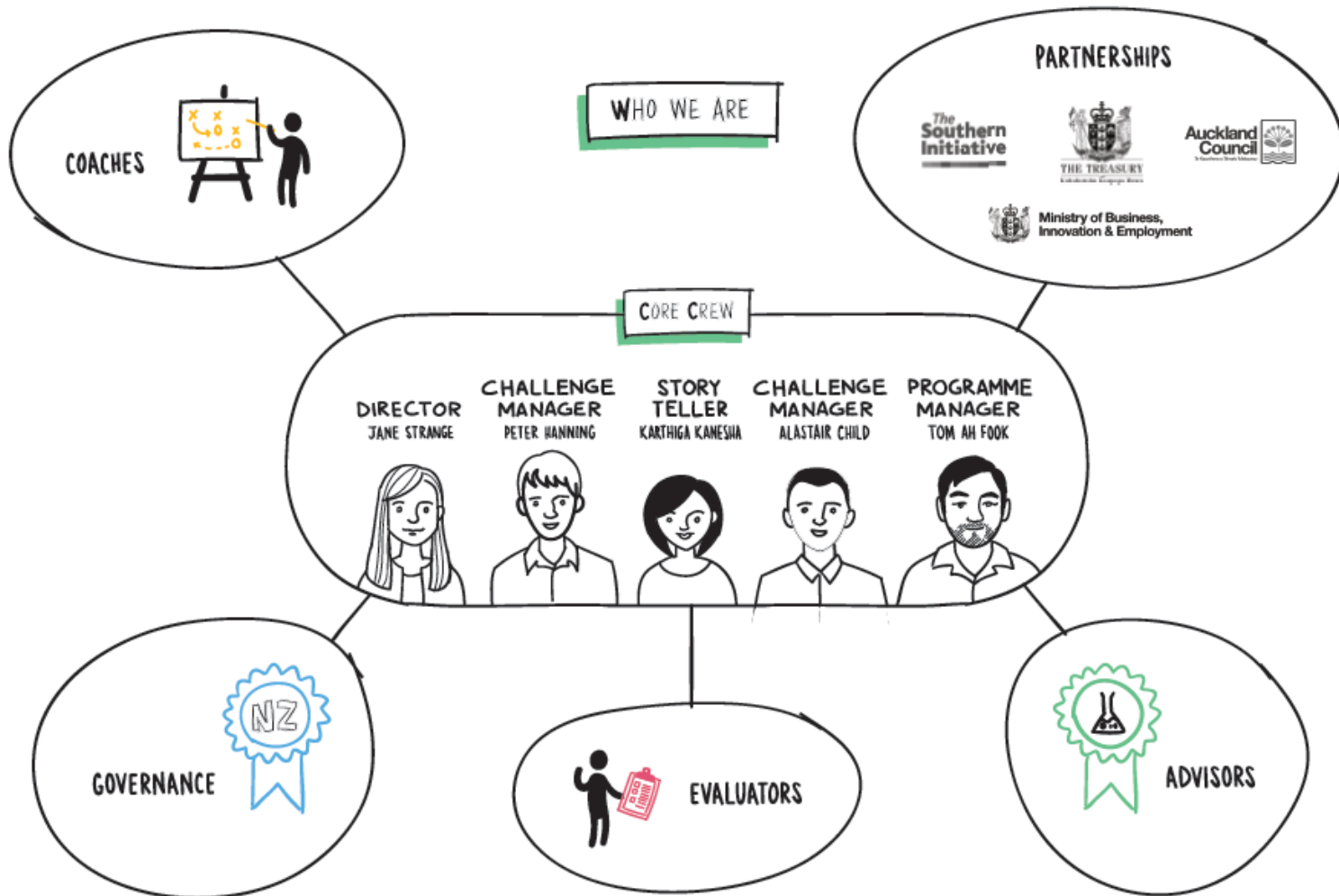


CO-DESIGN LAB SUCCESS IS:



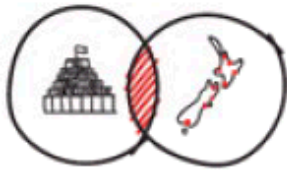
CASE FOR CHANGE

'NOVEL HUMAN CENTRED SOLUTIONS TO COMPLEX PROBLEMS' - EVIDENCE THAT THESE WHEN IMPLEMENTED WILL DELIVER BETTER OUTCOMES FOR LOWER COST.



CRITERIA (INGREDIENTS)

CHALLENGE CRITERIA

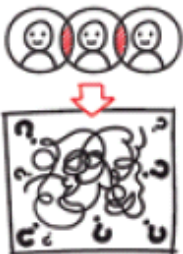


STRATEGIC ALIGNMENT



RADICAL INNOVATION

MULTIAGENCY



COMPLEX ISSUES



SUSTAINABILITY

TEAM/PARTNER CRITERIA



SENIOR SUPPORT



HUMAN CENTRED



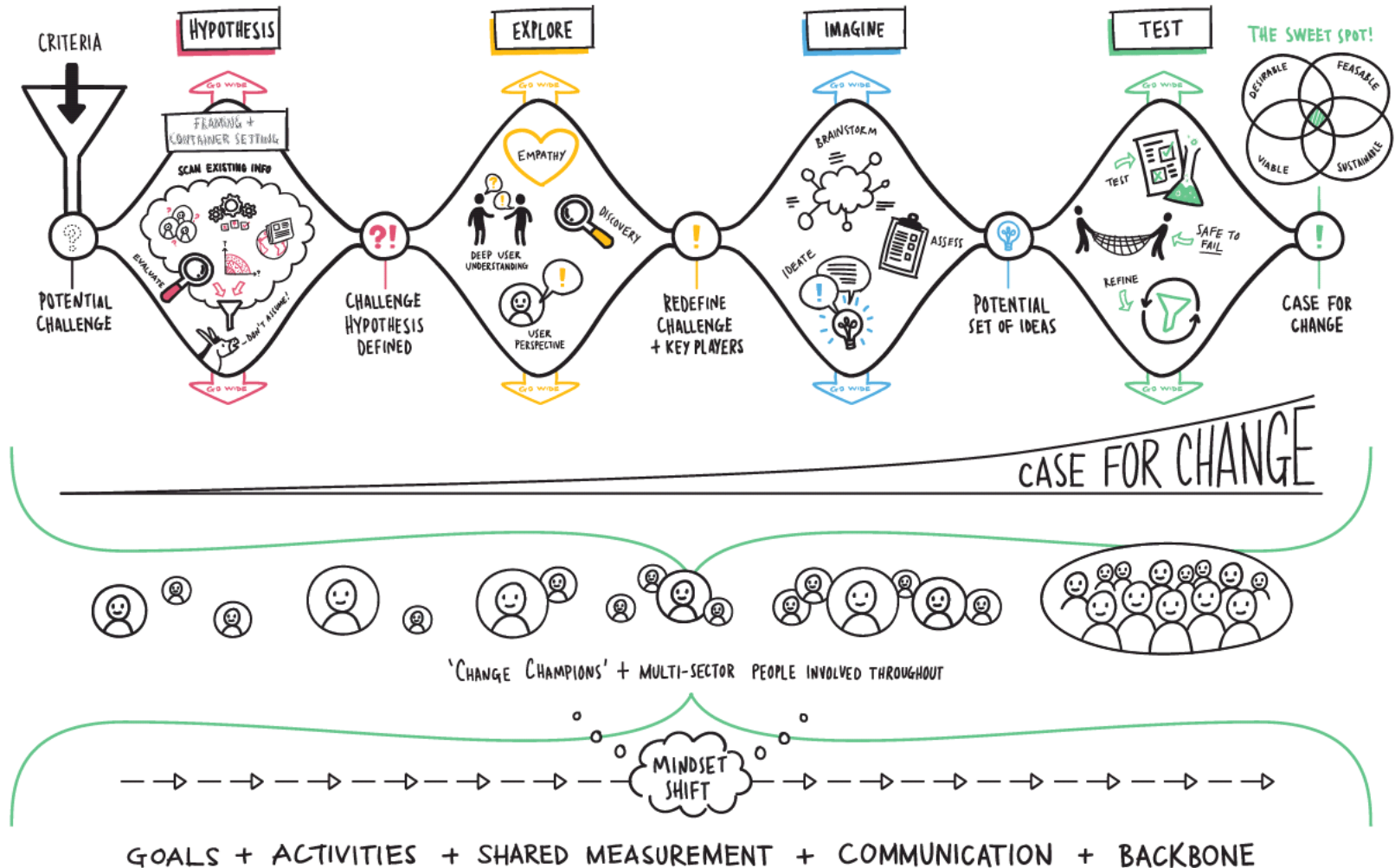
RESOURCES



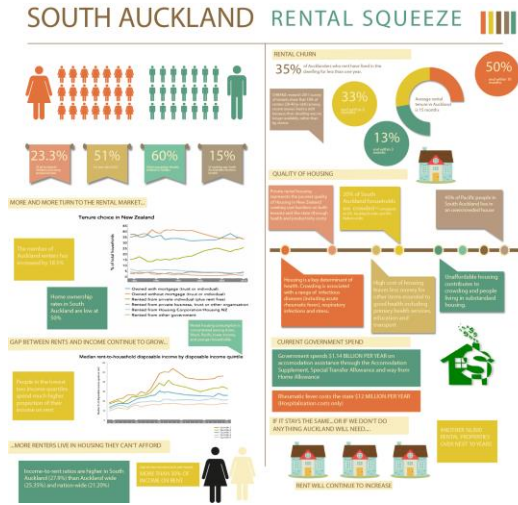
ACTIVATE CHANGE

Fusing the best of collaborative and user centred methodologies

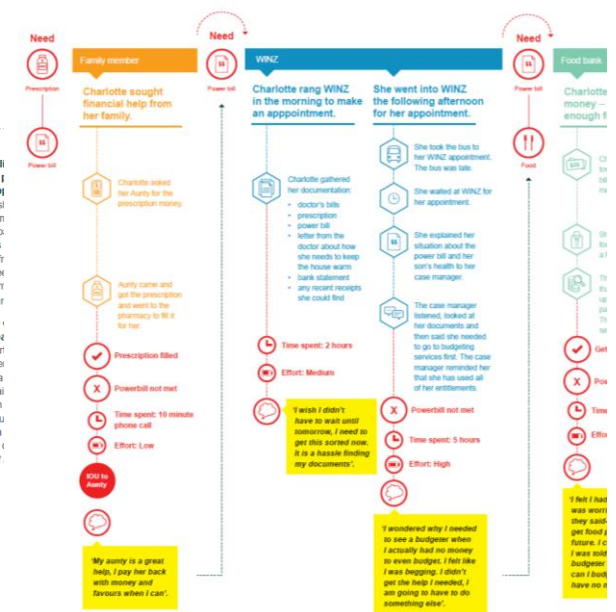
HUMAN CENTRED CO-DESIGN FOR COLLECTIVE IMPACT



Big picture plus human stories creates the case for change



Human stories that show what is now, what is the need or tension for change, how the solution will meet that need, how the future will be.



Big data and infographics - the cost of what we do now \$ and human costs, the potential our solution will create

Charlotte lives in Auckland and is a mother of three children; a boy aged 13 and two girls aged 7 and 14 months. She recently left her partner due to his unpredictable behavior, so she is now parenting alone.

Charlotte grew up in difficult circumstances. Her father was abusive to both her and her mother and routinely moved in and out of the family home. Although her father worked full time, his transient nature in the home meant that Charlotte's mother often had to rely on benefits to support the family. Charlotte had her first child when she was 17 and then left home to start a new life with her partner. They went on to have two more children together.

Over the years, Charlotte has accumulated a lot of debt. This was partly due to her partner being employed in low-paying jobs, but was also impacted by his gambling problems and their inability to budget on an unpredictable income. They often had to take out loans to get by and her partner bought several cars and other expensive items on finance. Charlotte still has some of these debts in her name, but she has none of the vehicles or other goods that

Charlotte currently lives in New Zealand rental housing as the Sole Parent Support Recipient. She sometimes applies for help or purchases or household goods for her family. To meet also gets support from friends and neighbour.

Charlotte has some debts in Australia. Her ex-partner with her or the children. Knowing she needs a partner to get into a partner will help her family. In some educational courses to getting a skills, a past criminal transport, and lack of.



Emerging practice – inspiring programmes, methods, stories, outcomes from NZ, other industries, the world
<https://vimeo.com/95504481>



Challenges



1. Driver Licensing

Lead agencies: NZTA and ACC

Other stakeholders: Justice, Corrections, MSD, Solomon Group, Tindall Foundation, Youth Connections, Blue Light, MOE, Employer's Collective, Maori and Pacific Trades Training (Auckland Council)

Activity to date:

Stakeholder engagement and preparation for Intent workshop 21 May

Working challenge hypothesis: A driving license is a tangible symbol of participation in society and a potential ticket to employment, while the lack of (desire to get) a license perpetuates poverty and can be a fast track into the justice system. We need to find ways to motivate and empower people to gain the work skills that employers need now, including getting a driving license.

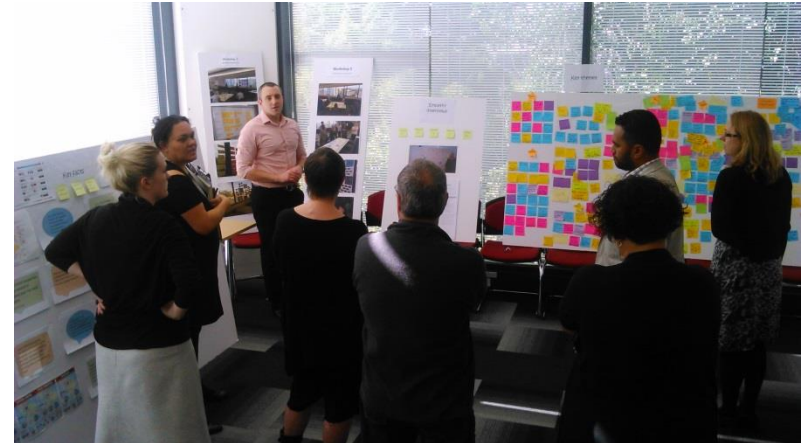


2. Rental Tenure

Lead agencies: MBIE, Auckland Council
Monte Cecilia Trust, MOH, Housing NZ

Activity to date:

- Intent workshop
- Created infographic around the South Auckland private rental market
- 32 interviews – landlords, tenants, NGOs
- Unpacking and synthesis workshop
- 6 walk throughs of data trends, themes and insights – feedback from tenants, NGOs, landlords, Government Agencies



Hypothesis: Tenants need secure, healthy housing however landlords lack the incentives to provide this as they see themselves as investors rather than landlords, there is little regulation, and demand exceeds supply. We need to find ways to balance landlord and tenant needs and to create healthier longterm rental relationships.

3. Early years

Lead agencies: Auckland Council Southern Initiative and MSD

MOH, MOE, Next Foundation, Foundation North Comet Auckland, Solomon Group

Activity to date: Still in early container setting phase but high commitment from Auckland Council as one of their focus areas.

Working challenge intent: 13% of babies born in NZ are born in South Auckland. These children are our future, in terms of the contribution they will make to our economy and our community. We need to collaborate to empower families and communities to ensure that every one of these babies meets their potential.



Other projects

- **Kohunga Reo** – supporting TPK to use a design approach to explore reasons for a decline in rolls and solutions to drive relevance and uptake
- **Maori and Pacific Trades Training** – using a design approach to make a case for more flexibility in the allocation of TEC funding to provide training that meets the needs of both employers and students
- **Family Violence** – creating an empathy tool to create better understanding of the complexity of families who are experiencing FV

Other Potential Challenges

A challenge from the Auckland Social Sector Leaders Group

Successful Prisoner Reintegration – Justice, Corrections, Serko, MBIE

Community of Place – vulnerable families centred on a school – MOE, Solomon, MSD, TPK, Next Foundation





Questions and comments

Contact us

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