

2016 DSI Symposium Reflections

The 2016 Design for Social Innovation Symposium held at the College of Creative Arts, Massey University, in Te Whanganui-a-Tara / Wellington. This reflections document includes a number images and short summaries from participants and workshop hosts. This is not intended to be a complete record of the Symposium because the sessions and workshops described here are only a fraction of the total number of sessions that people experienced over the two days. They are included here in the spirit of remembering a few of the many highlights.

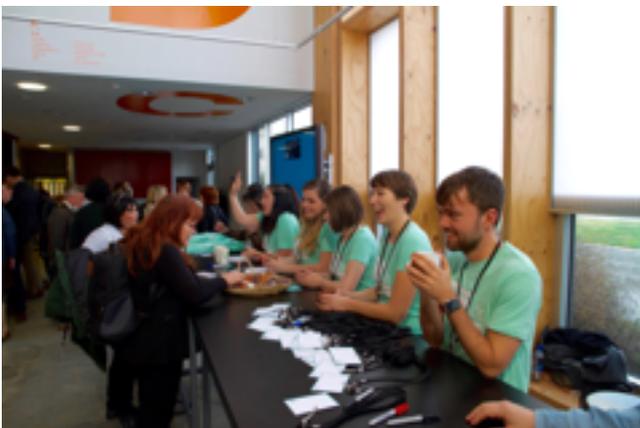
The complete 2016 programme is available on the DSI website:

<http://www.designforsocialinnovation.nz/blog/2016-dsi-symposium-programme>

Day 1 - Wednesday 13th July

Kaupapa

The art of acting, working and thinking as a collective: How might we build a creative, inclusive, and inspiring Aotearoa New Zealand?





Welcome - Keriata Stuart (Waiti Research) and Noel Brown (DNA)

"More than a few things blew my mind in two days. As someone who has just graduated design school – learned the academics and the methodology of what I do – I'm still very much imitating what I observe. As I practice what everyone around me does, I question why I do things, I see what's not working.

One epiphany I had was during our welcoming into and opening of the symposium. Many customs and practices from Māori culture were embedded here. Everyone was grounded – reminded of where we were physically, what we were there for, who we were. We also indulged in morning tea and chatted with our neighbours. Simple and powerful.

This note was scribbled at the back of my notebook, "nothing is perfect. You have to start somewhere. You can always go back. Nothing is ever good enough. It is going to need to be good enough. Good enough is enough." I don't know whether someone said that, or whether it was my brain, or somewhere in between."

Valerie Poort (Volunteer)

You can read the rest of Valerie's blog about her experience at the DSI Symposium here: <http://www.valeriepoort.co.nz/blog/2016/9/4/design-for-social-innovation>

Striking a Note for Day 1 - Christian Penny (Toi Whakaari) and David Hanna (Wesley Community Action)





Homelessness - Simon Tendeter (Wellington City Council)

"I gave a brief overview of homelessness in Wellington and outlined the City Council's strategic approach on this issue. Wellington's Mayor is leading a multi-agency group focussed on ending street homelessness through a 'housing first' approach. This involves collaborative work to enable access to suitable, affordable, permanent housing with appropriate wrap around social support for people moving out of homelessness. A key point I made was the need for a national consensus on dealing with homelessness and for action at national level to tackle the underlying causes that lead to homelessness. We also need to identify the other key challenges including the need for a greater understanding of homelessness issues and more robust data."

Simon Tendeter (Wellington City Council)



Ngā Uri Ō - Dayna Carter (Lifhack)

"Whanaungatanga is an investment. If you dedicate time to this, you may get different outcomes and results. There are many creative ways to explore ways to do this if you don't have time in person with the group on the day. What can you do in the lead up? Start a discussion group, invite people to reach out and connect with others? Generate an introductory document to circulate around the group? I would invite you to start implementing ways for the group to connect and build their relationships together. Test what works with the work that you do, look at what others do or even reflect on times you have gone through this and what worked and what didn't. Keep learning and exploring this."

Dayna Carter (Lifhack)

You can read the rest of Dayna's blog about her experience at the DSI Symposium here:
<http://lifhackhq.co/nga-uri-o-design-social-innovation-symposium-2016/>



Prototyping - D'Arcy Dalzell, Mondri Jera (Think Place)

"We used scenarios that posed ethical questions for each of the 3 groups that rotated through. The teams discussed the prototyping dilemmas: prototyping with homeless people on Lambton Quay, prototyping with foreign students with ESL, and a Maori health provider. They were presented with scenario and then they worked in small groups to work through what the ethical considerations were. They recorded their thoughts on post-its so that we could evaluate the notes across the 3 groups.

We did it this way because we wanted to provoke as many people as possible into thinking about the ethics of prototyping in a real world way (thus the scenario), but we were limited on time so we relied on post-it noting.

We identified 3 high level themes: power dynamics/culture and context/reciprocity and expectations. Power dynamics was involving working with vulnerable people, culture and context was about working within a Maori context in particular, but with other cultures as well, taking into account that ethics may mean different things to different people in a variety of situations. Reciprocity and expectations is about transparency and ensuring that people understand what they can expect to get (if anything) or what their efforts will lead to (if anything).

More general comments from us and related to number 3. We were surprised that many people were not aware of what prototyping is. We were also surprised that the thinking about ethics in general is still in its naissance. Many people could not think of an ethical issue in their work and equated ethics with basic decision-making struggles. To us, this underscores the need for ethics development in design research and prototyping.

The use of the ethics lab as a drop-in activity would have been enhanced if it were more centrally located, or in a busy walk-through area on the ground floor near the food.

Everyone wanted more time to reflect on the scenarios – they needed more time to grapple with the concepts. The rapid fire approach was good for a high-level check-in, but not great for depth."

D'Arcy Dalzell and Mondri Jera (Think Place)



Emerging Themes - Community of Practice Panel:

"The panel discussion on the first afternoon — featuring a Anna Brown (Massey University), Adithi Pandit (Deloitte), Jo Hartigan (The Policy Project), Ed Trafford (Ministry of Education) — explored the role of policy in the world of design. As part of the conversation panelists talked about how the traditional gap between operations, and policy and strategy can be a constraint on impact. For example an pilot initiative might work well, yet at some stage for it to reach scale it has to touch, or is constrained by, policy. Members of the panel mentioned the importance of systems thinking when it comes to service design, and how the wider system needs to be considered for all the parts to link up, and how experience design can't be done in isolation from the wider considerations.

As ever, the conversation raised more questions for the future:

- How do we build relationship capital, so that when it comes to a conversation you can really listen?
- How can we challenge more of business as usual?
- How can we be awake to power structures?
- If we hire in contractors, does that indicate that the power is elsewhere?
- How do we find safe ways to practice?
- How do we learn what rings bells in both worlds?"

Gina Rembe (Lifhack)

You can read the rest of Gina's blog about her experience at the DSI Symposium here:
<http://lifhack.enspiraldev.com/reflections-design-social-innovation-symposium/>

Day 2 - Thursday 14th July

Kaupapa

The ethics of designing about people, for people, and with people. And then what happens?



Striking a Note for Day 2 - Tamati Kruger (Ngāi Tūhoe Iwi Chairman) and Kirsti Luke (Ngāi Tūhoe CEO)

"For me, the most illuminating, challenging, and affirming encounter of the conference was the privilege of listening to the story of the Tūhoe people as unfolded by Tamati Kruger and Kirsti Luke.

- Illuminating as the clearest statement of the potential for learning within a bicultural society I have ever heard
- Challenging as a call to action; a sharp but gentle reminder that building community begins with me – my ability to be really open and prepared to learn with and from others
- Affirming as a deep and heartfelt call for community that resonated with my own wish and intention for our country, Aotearoa

As a pakeha New Zealander I have sometimes struggled with biculturalism as a focus within a multicultural community. As I listened to Tamati and Kirsti I realised it's not an either-or, it's about seeing the richness and opportunity in both, about partnership, about connectedness. Simply it's about building community together – a community bound together by a common intention or hope for the future and focussed on co-creating shared equitable value for all. As a younger person traveling abroad I remember that whenever I heard anyone singing 'Pokarekare Ana' it would evoke a deep sense of pride in being a New Zealander. It was the same feeling I had while listening to Tamati and Kirsti - these are my people, I am honoured and proud to be in their company."

Tony Chamberlain (Symposium Participant)



Dissecting a live innovation: the ethics of working with and for parents in Waitākere - Kelly Ann McKercher and Kataraina Davis (InnovateChange)

"We designed the session in this way to allow for individual and group thinking, curated and intimate conversations and both to further our practice and thinking, as well as participants. I realised through hosting the session that we have very few examples of 'live' social innovations, created through the design process that are creating impact out in the world. For this reason, SKIP Waitakere was received with great excitement - in particular, the documentary film. More than anything, I felt proud of our SKIP Waitakere Parent Leaders and what the approach is achieving - while talk about failure can provide great learning, talk about success is also important. Overall I was super impressed with the event - the cultural sensitivity, and the thought of the whole experience."

Kelly Ann McKercher (InnovateChange)



Co-designing the Shift project for young women in Wellington - Katie Adams and Fran McEwen (Wellington City Council)

"Katie and I work at Wellington City Council and co-lead the Shift project. The aim of Shift is to improve the wellbeing of young Wellington women. We really enjoyed their surgery session that we hosted. The key challenges discussed with the six passionate surgery attendees were:

- Converting interest and words into action
- Measuring impact with little budget
- What does Shift offer that could potentially create revenue in the future?

The conversations were lively, inspiring and thought provoking, for example – “Who are you measuring impact for?”, “What is participation anyway?” and “Are you over complicating things?”

Some of the main take-ways from the session for me were:

- Being visible in outdoor spaces, taking opportunities to the young women, 'hui + one',
- Role of influence – maybe just coming to one activity is enough to have impact,
- Case studies – everyone loves a good story!"

Fran McEwen (Wellington City Council)



Kid Power - Andre Whittaker and Jacqui Southey (UNICEF)

“We were keen to keep it super easy and practical. We workshopped the potential risks our Unicef Kid Power programme posed in terms of kids feeling responsible for the control they had in saving the lives of other kids. We conducted 3 x breakout groups facilitated by Unicef staff to generate thoughts & post it note / flip chart brainstorm.

Hosting in this way allowed us to easily manage small groups that could spend 15 minutes at each chart, Then regroup as one to share thoughts at the end. We gathered a range of insights As practitioners we gained a lot from the experience of hosting the sessions. Opening the sessions with people being able to share something about themselves (whakawhanaungatanga), asking people what brought them to our session helped break the ice and get involved in the content of the workshop.”

Andre Whittaker (UNICEF)



Closing Circle - DSI Symposium 2016

"One of the cultural forms that we are so fortunate to have here in Aotearoa New Zealand is the *poroporoaki* or closing circle. On the *marae* this would be a much more formal process, but I think that the spirit and intention is similar where ever you find it. It is a chance for everyone who participated in the experience to 'say their bit' and this enables people to leave feeling more complete, and more like they are a valued part of the whole group than if someone else had closed the event on their behalf.

Over one hundred participated in this closing circle and with the request for people to speak for 30 seconds each it took just on one hour. Some people have a lot to say, and others just need to say 'thank you'. You need to not be in a hurry, but it always seems to work out perfectly.

The closing circle always surprises me, because usually by the end of the event everyone is ready for a quick wrap up and getting on their way. But when I get to hear everyone speak in turn I am always confronted with two realisations, firstly everyone has had their own unique experience of the Symposium and is taking home treasures that I may have only glimpsed, or completely missed. Secondly, the sum of these experiences is the Symposium. In other words the closing circle allows me to access the collective experience or consciousness of the event, where as without it I would have left with just my own experience.

I left feeling a lot of gratitude for everyone who participated in the event and generously contributed to it working. Even more so for the incredible work that everyone in the room is doing to make their communities safer, healthier, and more life affirming. I was also very grateful to Noel Brown for creating our *waiata*, which is how we finished."

Billy Matheson (Symposium Convener)

