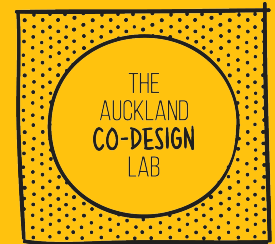


Ethical Design Practice

May 2019, Auckland

**Round table session on current principles,
practice and tools in design/co-design ethics**

Session attended by representatives from Auckland Council, Auckland Libraries, The Southern Initiative, Auckland DHB, Counties Manukau District Health Board, Oranga Tamariki, Ministry Social Development and the Social Wellbeing Board (South Auckland). Hosted by the Auckland Co-design Lab with support from Lee Ryan (Springboard ideas).



Kaupapa

The roundtable was convened as part of the Lab's collaborative workstream on Ethical Design Practice in complex and sensitive settings. It builds on the cross agency Roundtable held in December 2018, advancing the action on sharing and development of Practice Guides, Tools & Resources across government teams.

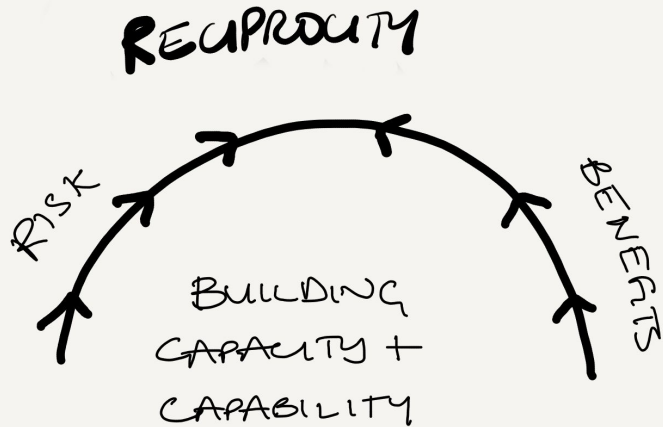
The overall intent of the workstream is to raise awareness and quality of design / co-design practice, and subsequently the experience and outcomes for communities.

The May 2019 roundtable focused on:

- An initial sharing of existing tools and processes available and/or in use by teams
- The potential for collaboration around sharing and developing tools/practice
- The potential of prototyping a repository or means to curate and publicly share current tools and practices

In parallel to this dialogue a Māori-led hui kōrero and collaboration around this kaupapa is being supported in partnership with Ngā Aho, Tuakana Teina and other Māori practitioners, led from a Te Ao Māori perspective.

Premise



From an Auckland Co-design Lab perspective a design or co-design approach should necessarily be encompassed within a participatory and treaty-based practice framework.

That means starting with values and principles, in particular, the principle of reciprocity - always considering any risks but also prioritising the benefits and opportunities that can come from engaging in meaningful design processes and action together.

While documentation and tools are important, recognising and cultivating an “ethical heart and mind” sits at the centre of the kōrero.

This document

Prior to the roundtable teams shared examples of some of the tools, resources and materials that represented how ethical practice is understood and supported in their mahi currently.

This document covers:

Materials overview:

An overview into the process of sharing and reviewing materials.

Discussions from the day:

Key points that were raised in the discussion and review of the materials

Proposed Next steps:

Potential next steps and follow up actions

Prior to the roundtable the Lab reviewed the material about ethics practices and processes shared by different teams

HEALTH INFORMATION ACT
HEALTH ACT REGULATION
YOUNG PERSON AND FAMILIES ACT

OFFICIAL INFORMATION ACT
PRIVACY ACT
VULNERABLE CHILDRENS ACT

LEGISLATION

TE TIRITI O WAITANGI

PRINCIPLES
GUIDE HOW WE ACT, ENGAGE, OUR INTENT, PERSPECTIVE, VALUES, OBLIGATIONS, RESPONSIBILITIES

Staff from business/sector - ethics officer - accountability - ethical decision making

POLICY / PROTOCOLS
TEAM / ORG LEVEL
BEYOND LEGAL, ETHICAL, MORAL

SUPPORTING SAFE ENGAGEMENT
FORA POLICY
PRACTICAL SAFETY GUIDELINES
GUIDELINES / TOOLS - TRIGGERING
GUIDELINES / MESSAGES - "DISCLOSEDURE"
GUIDELINES / PROTOCOLS - ILLLEGAL ACTIVITY
Ethical informed consent

DESIGN RESEARCH + PLANNING
TOOLS, PROMPTS, GUIDELINES

Guidelines checklist
Priority's questions
Ethical decision making
Ethical decision making
Ethical decision making
Ethical decision making

DESCRIPTIONS OF PROCESS
FORMAL ETHICS OR STRUCTURED DIALOGUE

Ethics evaluation
Ethical decision making
Ethical decision making
Ethical decision making

DESIGN / RESEARCH
TEAM EXPERIENCE

MÄORI RESEARCH PRINCIPLES

ORG / TEAM PRINCIPLES

KAIHAPA MÄORI RESEARCH PRINCIPLES
TE ARA TIKA RESEARCH ETHICS
MEDICAL ETHICS PRINCIPLES
TSI WHÄNÄU CENTRIC PRINCIPLES

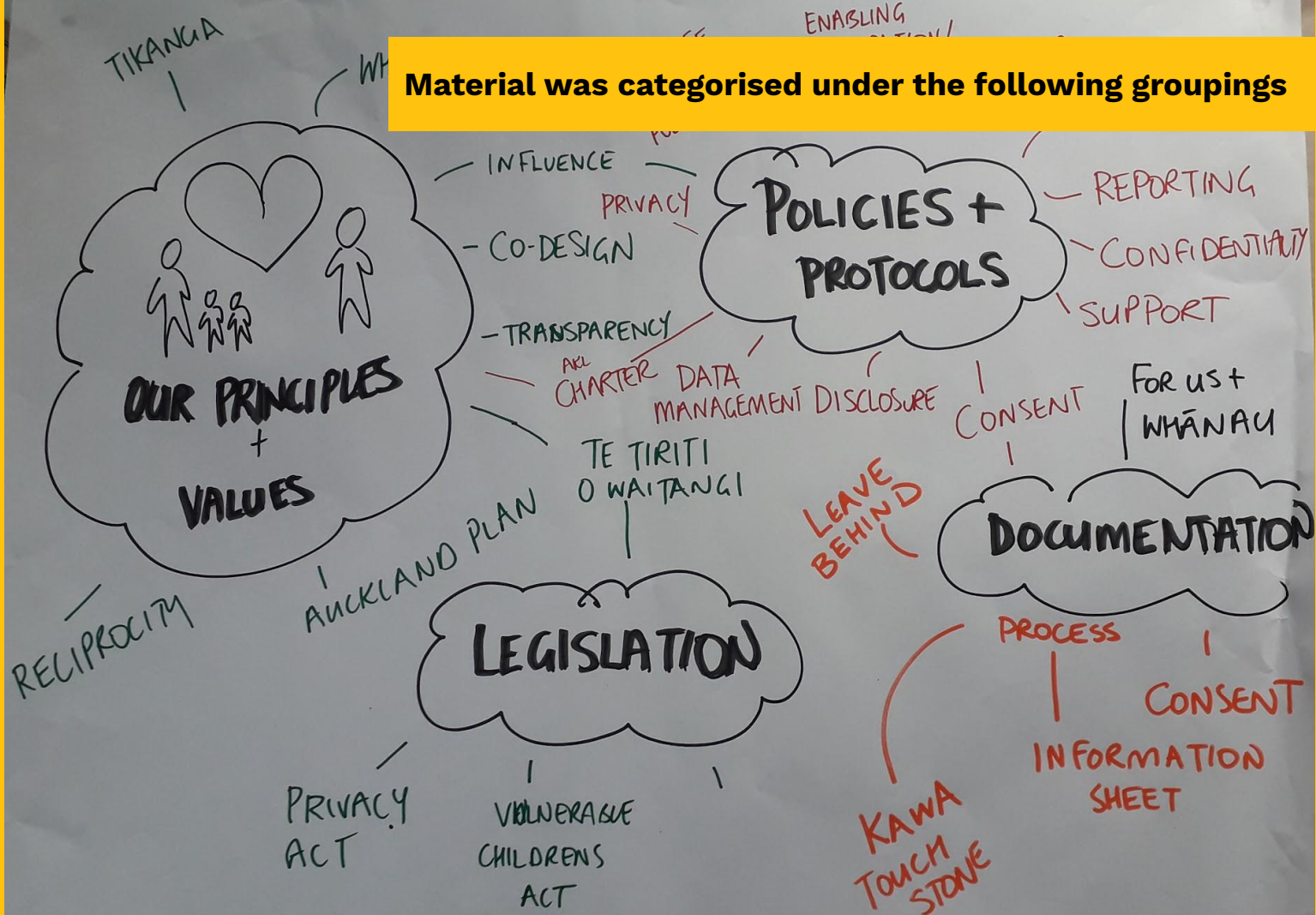
Mäori data sovereignty
Information system Privacy Act requirements

WHÄNÄU / CITIZEN PEOPLE / COMMUNITY PARTICIPANT EXPERIENCE

KOHOIWI / TOHKA
TIKANGA / KAWA ETHICSTONE

LEAVE BEHINDS
CO-DESIGN LAB RESEARCH
SUMMIT HANDBOOK PAGE

Material was categorised under the following groupings



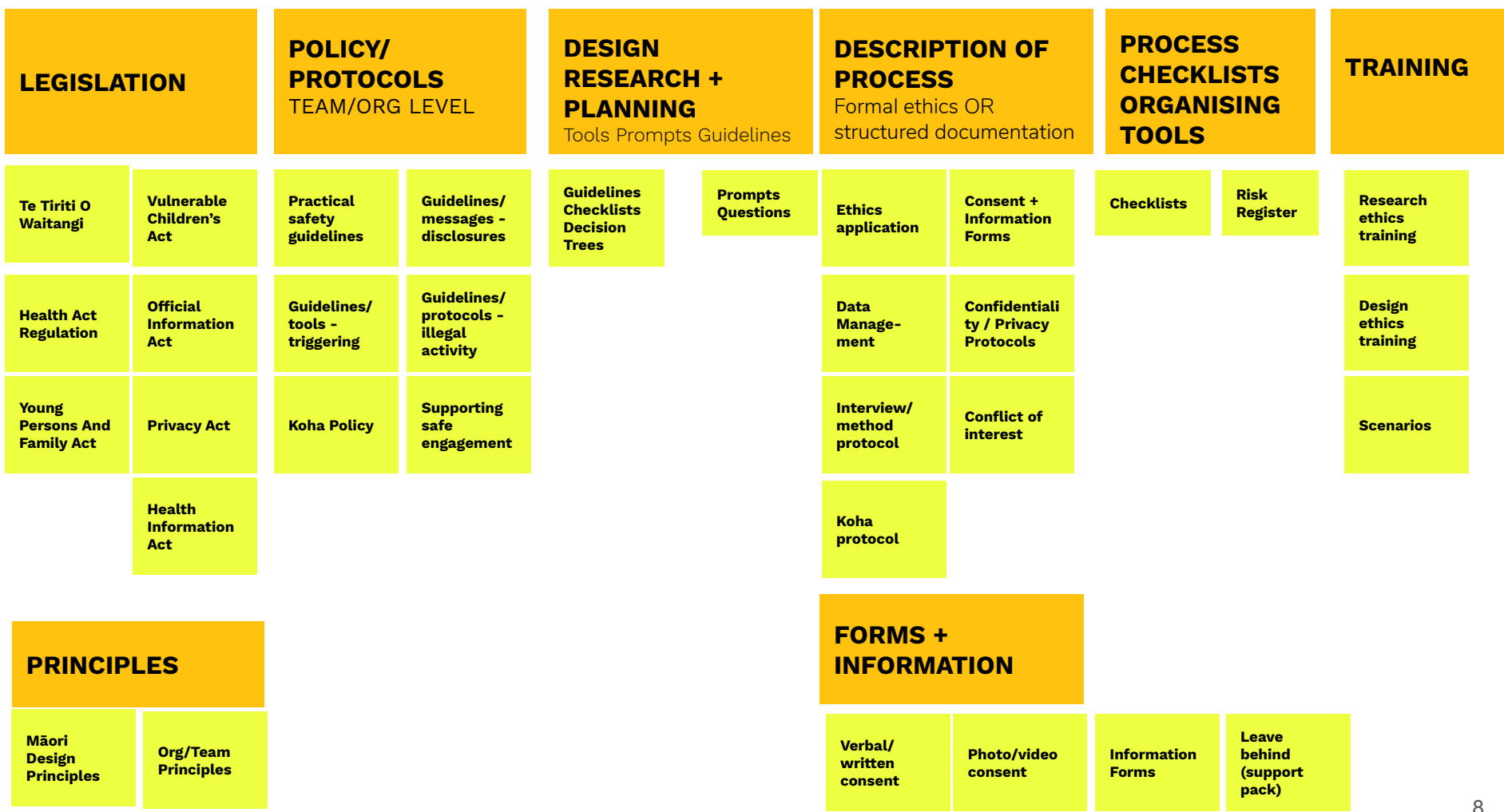
The material shared is summarised in the following slides

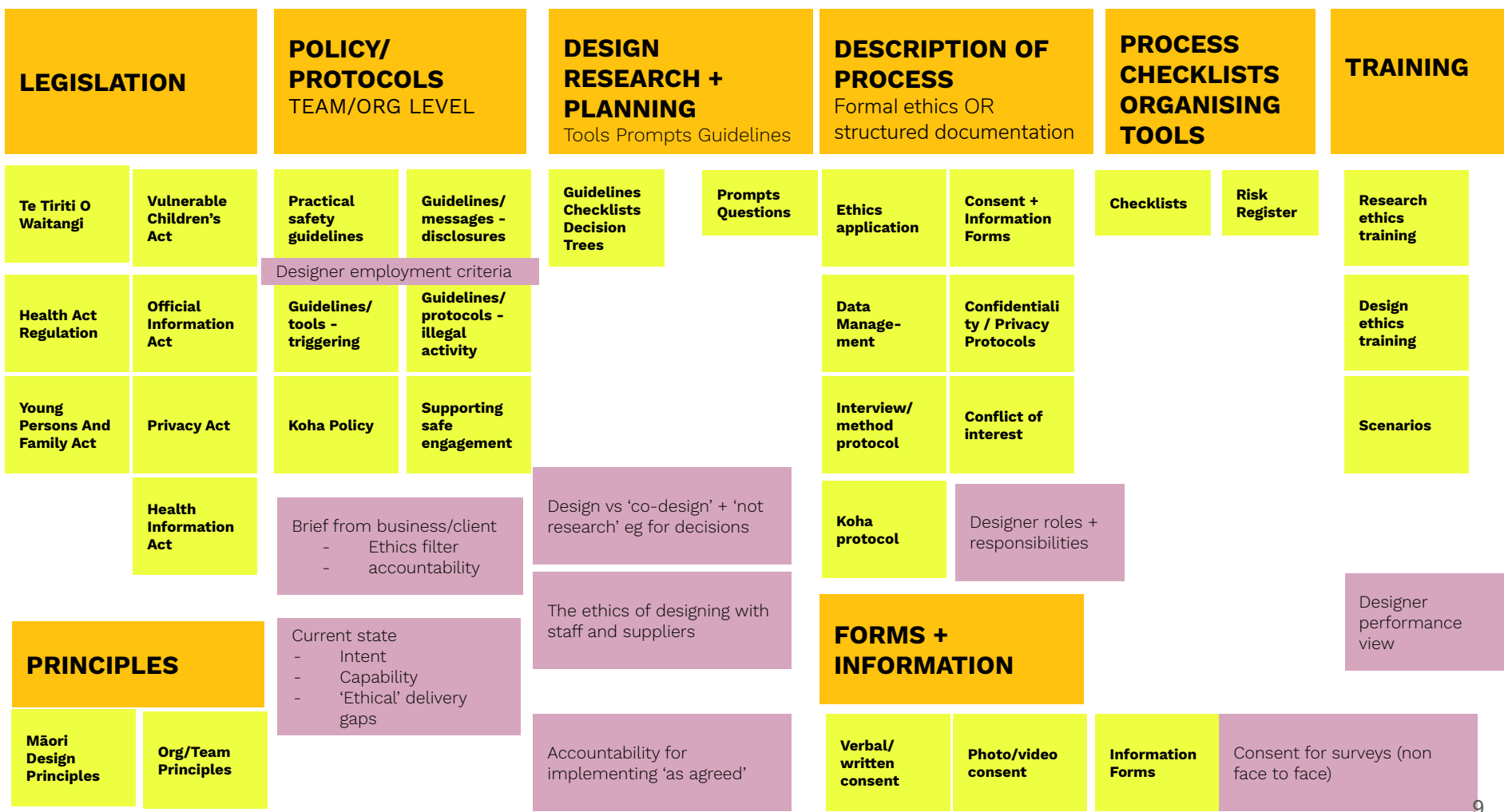
Key:

Main category

Additional comments/
considerations
added in the
session

**Types of
materials
found in this
category**





LEGISLATION

POLICY/ PROTOCOLS TEAM/ORG LEVEL

DESIGN RESEARCH + PLANNING Tools Prompts Guidelines

DESCRIPTION OF PROCESS Formal ethics OR structured documentation

PROCESS CHECKLISTS ORGANISING TOOLS

TRAINING

Te Tiriti O Waitangi

Vulnerable Children's Act

Practical safety guidelines

Guidelines Checklists Decision Trees

Prompts Questions

Ethics application

Consent + Information Forms

Checklists

Risk Register

Research ethics training

Designer employment criteria

Health Act Regulation

Official Information Act

Guidelines/ tools - triggering

Guidelines/ protocols - illegal activity

Data Management

Confidentiality / Privacy Protocols

Design ethics training

Young Persons And Family Act

Privacy Act

Koha Policy

Supporting safe engagement

Interview/ method protocol

Conflict of interest

Scenarios

Health Information Act

Brief from business/client
- Ethics filter
- accountability

Design vs 'co-design' + 'not research' eg for decisions

Koha protocol

Designer roles + responsibilities

PRINCIPLES

Current state
- Intent
- Capability
- 'Ethical' delivery gaps

The ethics of designing with staff and suppliers

FORMS + INFORMATION

Designers performance view

Māori Design Principles

Org/Team Principles

Accountability for implementing 'as agreed'

Accountability for implementing 'as agreed'

Verbal/ written consent

Photo/video consent

Information Forms

Consent for surveys (non face to face)

What surfaced from the tools review

- Benefit of creating something that shows “this is good co-design ethics” and makes good practice visible rather than a focus on defining the difference between research and design
- Opportunity of the tools that prompt and help support conversations within teams and built ethical awareness (in addition to the formal documentation)
- The value of visual tools - more accessible approaches to ethics as engagement practice e.g., visual info and consent forms - simpler consent forms
- A question about framing: Is ethics the right framing for supporting this conversation? Is a framing on quality is more accessible than a framing on ethics. Is it simply about keeping people safe, or supporting safe and courageous practice...?

Some specific ethical issues highlighted

- Important to acknowledge ethical issues include how the project is set up right from the beginning - how do we get this in at the outset?
- Going into homes and complexity this raises
- Whānau and team vulnerability
- Defining vulnerability and use of language. Does community perceive itself as vulnerable?
- The question of cultural context and how we are responsive to this in the work?
- How do we respect whānau engagement and what is offered as taonga?
- What are the ethics of co-designing with staff when - for example - exposing bad practice by the organisation, or where people lose jobs as a result of the work we do? I.e restructures

Sharing together is valued

People valued the expertise in the room and want to be able to access this. It is helpful to hear what other people are doing, and how they tackle different challenges.

There was a strong desire to have a 'community of practice,' time to connect, build whanaungatanga and create a safe space for gnarly conversations.

THOUGHTS ON CONTINUED CONNECTING

Be clear on **purpose**

Need to consider **who else** should be in the room (iwi, tertiary)

Like to have some **principles** on how we come together

Need to understand what **Māori tikanga** can bring to this.

Invitation needs thought

Who might we **invite in** as experts?

Useful to share and see the materials already in use

- Opportunity to see the existing material was appreciated (though a lot to process quickly).
- While not the practice in totality, the tools make ethics visible and give the practice credence.
- It was useful not to get caught up in definitions (is this design or research for example), but rather use them to say this is what good looks that.
- It's hard to write about this mahi pragmatically and people appreciated seeing what others have already created
- There was a sense that we have a moral obligation to share and publish....however

To publish requires more work

Further discussion and work is required prior to sharing the material more widely. Specifically people noted:

1. Some **context** is needed for how the material is being used, why they were created and how they were used, background to the organisations.
2. What does it mean to treat the materials as **taonga** – does it need tikanga around it?
3. Even though it can be presented in a linear way, how things are shared need to validate the **nonlinear practice**. Show design as a journey?
4. People need to go back to their organisation and managers to check what **commitments** could be made - who are we sharing these tools for?
5. Who would be the **backbone or quality control** around this project? Can the Auckland Co-Design Lab hold this role?

Proposed next steps:

Auckland Co-design Lab is happy to continue to host this mahi and act as a backbone for it assuming the some support, interest and capacity for collaboration by others. As a result of the kōrero at the session, we'd like to propose three key steps to progress the mahi. We will seek appropriate resources to support this backbone role.

Proposed next steps:

1. Continue meeting and develop 'cross agency network'

Continue meeting - with a broader invitation - around this topic in a way that allows us to whakawhanaungatanga as well as explore and share more deeply about some of the issues. We could look to formalise a cross agency network around this. Potential actions:

- Identify dates for 3-4 hui over the next 12 months
- Look to identify and agree our own tikanga or gathering principles at the first session
- Agree on the ongoing objectives of the 'network' if this aligns to people's interest
- Identify a topic or focus for each session prior to share on and explore together, looking at what already exists as well as just connect further as a group - this could include work through some of the materials shared
- Ask teams to opt to lead a session or share a particular tool, resource, practice or challenge
- Host these through the lab or partner sites

One format could include that **each meeting** there are sections where people either share their experiences, or do a 'clinic' on a challenge so as to foster the development of the practice and progress the practice by working together on issues and also enable sharing and connecting.

Proposed next steps:

2. Prototype a Lab led resource - Online Ethics repository

Assuming appropriate resourcing can be identified, the Co-design Lab will undertake to provide an initial 1.0 ethics tools website or toolkit with some basic tools, assets and resources as a start point for the online repository. Once this is established other agencies and teams can decide whether to add their material and how we provide the right context for materials.

Possible actions:

- Establish an initial online platform that can start small with existing Lab material and grow
- Share materials already within the lab scope of work and any from partners also ready/able to share
- Provide access to other good online resources available around design ethics
- Develop some new tools and resources based on the observations of the opportunities for more accessible tools e.g., Prompt tools to support team development, visual consent and information exemplars, legislation guides and resources that help to indicate or represent “best practice” for design ethics
- Invite specific support from our governance partners and collaborators for this financial and in-kind.

Proposed next steps:

3. Co-author a paper

A recent literature review commissioned by the Lab and completed by Massey (available online soon) shows how little formal research is being undertaken in the area of co-design in New Zealand, with the exception of the health field.

Almost all papers focus on the benefits of particular studies or research using codesign. Few engage in the questions of ethics or the overall practice critically within the broader context of the public service or working in complex and sensitive settings.

As such the lab would like to build on existing work and, with interested collaborators co-author a paper that captures, reflects and outlines the issues and some of the existing strategies people are taking to approach design ethics in complex and sensitive settings in Aotearoa NZ.

Open source resources available:

Links to some existing materials and tools:

Māori Ethical Frameworks

<http://www.rangahau.co.nz/ethics/166/> (Smith and Cram 2001)

SKIP Guides on interviews and working with whānau

<https://community.skip.org.nz/our-approach-whanau-entered-change/>

Health Service Co-design DHB co-design process guide with ethics section <http://healthcodesign.org.nz/>

Office of the Children's Commission Guides on engaging with children

<http://www.occ.org.nz/listening2kids/how-you-engage/>

Te Ara Tika Guidelines for Māori Research Ethics

<http://www.hrc.govt.nz/news-and-publications/publications/te-ara-tika-guidelines-m%C4%81ori-research-ethics-framework-researcher>

Community Research Code of Practice

<http://www.communityresearch.org.nz/wp-content/uploads/2011/01/COP-v2.1.pdf>

Lifehack NZ government funded youth wellbeing initiative

<https://lifehackhq.co/vulnerable-children-act-practice/>
<https://lifehackhq.co/working-with-young-people/>

Ethics Toolkit 'Bridging the gap between philosophical and applied ethics for modern researchers, designers and developers'

<http://ethicskit.org/tools.html>

<http://ethicskit.org/ethics-cards.html>

<https://theodi.org/article/data-ethics-canvas/>

Ethical framework for Design from DMA (design agency in Australia) <https://designmanagers.com.au/?p=1838>

Ethical framework for Design from Paper Giant (design agency in Australia)

<https://www.papergiant.net/ethics-in-design-research>

<https://www.papergiant.net/ethics-of-design-service-design-melbourne>

Draft Ethical Standards for

ICTD <https://ictdethics.wordpress.com/other-ethics-frames-works/>

Ethical Research Involving Children <https://childethics.com/>

Literature

A selection of related literature

The Treaty of Waitangi and Research Ethics in Aotearoa
Hudson, M.L. & Russell, K. (2009). The Treaty of Waitangi and Research Ethics in Aotearoa. Journal of Bioethical Inquiry, 6(1), 61-68. <https://hdl.handle.net/10289/6567>

Brereton, Margot, Roe, Paul, Schroeter, Ronald, & Lee Hong, Anita (2014) **Beyond ethnography: Engagement and reciprocity as foundations for design research out here.**) Proceedings of the 32nd Annual ACM Conference on Human Factors in Computing Systems, ACM, Toronto, Canada, pp. 1183-1186. <http://eprints.qut.edu.au/72128/>

Daley, K. (2015). **The wrongs of protection: Balancing protection and participation in research with marginalised young people.** Journal of Sociology, 51(2), 121-138. <https://doi.org/10.1177/1440783313482365>

Walk alongside: Co-designing social initiatives, Victorian Council of Social Service
<https://vcoss.org.au/analysis/walk-alongside-co-designing-social-initiatives-with-people-experiencing-vulnerabilities/>

Graham, A., Powell, M., Taylor, N., Anderson, D. & Fitzgerald, R. (2013). **Ethical Research Involving Children.** Florence: UNICEF Office of Research - Innocenti.
<https://childethics.com/wp-content/uploads/2013/10/ERIC-compendium-approved-digital-web.pdf>

Co-design and implementation research: challenges and solutions for ethics committees Goodyear-Smith et al. BMC Medical Ethics (2015) 16:78

Agich, G., Jennings B., Berlinger N., Baily, M., Bottrell, M., Lynn, J., **The Ethics of Using Quality Improvement Methods in Health Care** Annals of Internal Medicine, 2007