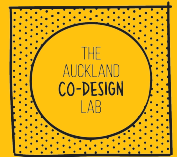


Ethical design practice

Draft Summary notes & potential next steps, an invitation.

December 2018

Not for circulation



Ethical design practice in Aotearoa

Over the last 5-10 years various people and teams have been meeting, talking and working on the topic of design and ethics, and the quality of design and co-design practice in Aotearoa.

The Auckland Co-design Lab would like to partner with other teams, practitioners and community to support ongoing efforts in this space. This mahi aims to build on earlier conversations, efforts, learning and wānanga supported by Ngā Aho, Toi Tangata, Design for Social Innovation, Auckland District Health Board and others over previous years.

As one part of initiating this we hosted a round table in September 2018 with some potential collaborators (with many more in mind!). This was just one conversation to establish interest, key emerging issues and the relationship that the people in the room had to the issues being raised.

Those in attendance included representations from: MSD, Ngā Aho, Oranga Tamariki, Social Investment Board, The Southern Initiative, Massey University, Auckland Council teams. Auckland District Health Board has indicated an intent to collaborate but could not attend.

This briefly deck summaries (from the Auckland Co-design Lab perspective) what we see as some of the context for the kōrero that was shared on the day, some of the discussion that was had, and poses some specific start points.

Government and service providers are increasingly involving and engaging citizens and communities in the design and delivery of policies and services...

This provides opportunities for greater involvement and influence of communities in policy and service making and delivery.

However...what has emerged is a gap between current ethics frameworks and protocols and the needs of communities and design teams. Current capabilities and structures are not “fit for purpose”

Contributing to this is that existing ethics committees and processes were designed for a different purpose and context (e.g medical trials).

At the same time mainstream design education hasn't come with well established ethics processes and there is no 'professional body' of designers to assist with 'quality control'. What is there has largely been adapted from other fields.

Compounding efforts to develop clear ethical practice guidelines and protocols is a lack of shared language or reference points across academia, researchers, ethics teams and design practitioners.

This has led to teams 'talking past each other' or even 'active avoidance' at times of conventional processes.

Currently we see...

Little consistent, shared or transparent practices around ethics for design for government teams, contractors, service providers etc

“Quality” and practice of design is largely dependent on practitioner or organisational experience and expertise

There is not yet adequate visibility on the resources/capabilities we need for working in complex and multidisciplinary settings

External, formal or peer support and oversight is ad hoc and relies on practitioners networks

No formal courses, accreditation or related curriculum

Importantly

Many of those being engaged in government “co-design” efforts are Māori and Pacific communities.

There is a risk of reinforcing western, colonial or pākehā value systems (only) in new tools/approaches.

Many of the strongest examples of active ethical practice come from Māori practitioners and teams and conversations about ethics must be culturally grounded.

In addition conventional framing and approaches to ‘risk’ and ‘vulnerability’ are not necessarily compatible or helpful to social innovation and participatory change practice with communities.

Some of things raised at the round table

What is the difference between applied community-based research and co-design? (Is there value in exploring this?)

Is it useful to make a distinction between research and design? Do we need to be more specific about what we mean? Context?

Sharing power - what does this look like and what are the edges? Transparency?

Where is ethical review and advice needed? What does it look like?

Your lived experience influences your perspective on what is ethical

Developmental evaluation has similar challenges (both in the innovation emergent space, moving at pace, working with people)

The framing of vulnerability is problematic

Existing Kaupapa Māori frames already provide ways to engage on ethical issues

For those working in community settings on transformational work lines are blurred, conventional approaches to separating self/work doesn't work - so relational

What is harm? What is power? What kinds of peer review might be useful for people?

Ethics in the ways of working - especially in Māori context - not bringing whole self, not showing respect

Good ethics process still doesn't or isn't just what prepares you for the work - you still need to get practiced at being in those spaces

Risk of co-design tourism, co-design fatigue, over engagement with no results

How does this work in a regulatory and legislative space?

Social services framework needed - current medical model isn't fit for purpose

Decolonizing design

Ethics that enable participation (how we give space to minority voices in democratic systems)

Ethics of Change: Span how we work to organisations, staff etc wider than research, Licence to 'change' not to 'find out'

What are the metrics for ethical practice?

Ethics is ongoing, not just at the beginning

What is the mandate for this group? Who else should be involved?

**Informing next steps and possible
'Workstreams'**



The context and intent of teams mahi changes the 'ethics' teams are engaging with. There is still a need to support across these spaces.

Some of the different needs and characteristics observed (they might overlap):

Service design

- Involving people in service design in more creative and (potentially) meaningful ways
- Goal is better services
- Most often issue/response already pre-defined
- Often national view so less connection to specific people or place
- Less engagement in sharing power/community influence premise

Kaupapa Māori frame

- Values based, for Māori and by Māori
- Ethics of reciprocity, whanaungatanga, manaakitanga, mana are inherent

Place-based teams

- Team members are based in and/or from the community
- Relationships and boundaries overlap
- Responses intentionally respond to and build on issues, strengths and resources, aspirations of the particular community
- Longer investment, not project by project

Transformation/capacity orientation

- Teams working towards transformative outcomes - systems shifts
- Intent for community-led or/and Kaupapa Māori led
- Intent for change, capacity and capability building
- Engaging in aspects of power
- Relational/ongoing - not project by project

What might we do next..?

Identify partners/collaborators (including whānau) across the following:

1. Be led by kaupapa Māori frames

Continue to partner with Māori practitioners and organisations to support and support visibility of kaupapa Māori frameworks. Continue to explore how this can inform and lead other government work including principles of practice

4. Formally support networks and peer to peer review

Supporting informal/semi-formal networks for peer support and sharing specifically relating to this mahi

Continue to host conversations about this - group, support or establish the network

2. Practice Guides, Tools & Resources

Prototype a repository (or means to collect and share) current tools and practices from across government teams e.g., consent, data management, duty of care, risk management, data privacy

Support the development of tools or guides where there are gaps

5. Training/Accreditation

Partner to develop short training modules for internal government and external teams that help raise awareness of ethics in practice and share existing tools/guides

Work with whānau to do this

3. Build support for 'fit for purpose' policy and structures

Build more shared understanding across government teams about the issues and what's needed

Workshopping case scenarios with ethics teams (e.g., MSD/Auckland Council) to better understand how ethics committees can support

6. Continue to build the evidence-base for what this way of working requires

Build the dialogue/understanding about how we conceptualise vulnerability, prototyping and risk in this context

Publish/write up some of the issues that are currently being encountered