

# OPEN GOVERNMENT PARTNERSHIP




## NEW ZEALAND

### Commitment 5: Ongoing engagement for OGP

**Date:** September to November 2017

**Lead agency:** The State Services Commission (SSC)

*We will build a flexible and enduring platform for engagement between the New Zealand government and New Zealand communities around the Open Government Partnership.*

Milestones		Stage
1	Work with the Department of Internal Affairs to improve government's access to, and use of, digital public engagement tools <i>End date: June 2018</i>	
2	Work with the Expert Advisory Panel to decide how best to report on progress against OGP milestones	
3	Engage with New Zealanders to develop the approach to the next plan <i>End date: June 2018.</i>	



underway



completed



some delays.

### WHAT HAVE WE BEEN DOING?

- SSC is engaging with community organisations and the public to develop the approach for collectively developing the next National Action Plan.
  - A public survey to discover how New Zealanders would like to be engaged in the Action Plan process is available: <https://www.research.net/r/OGPConsultation>.
  - Early in November the Expert Advisory Panel had opportunity to review the approach and survey, requesting no changes.
  - The survey will also be supported by interviews with representatives from community organisations, including the three organisations who provided feedback to the mid-term self-assessment.
  - Government Information Services (GIS) in the Department of Internal Affairs (DIA) is in a 6 week [discovery phase](#) to understand how digital technologies can best help people and government engage with each other. This work will inform how government agencies can be supported to enable people, businesses and communities get involved in government.

This could be through policy development, consultations, engagement, and service design, in both local and central government. GIS are collaborating with SSC and the Department of Prime Minister and Cabinet (DPMC) on this, as well as involving a variety of government agencies, NGOs, and the public.

## LINKS

[www.ogp.org.nz](http://www.ogp.org.nz)

<https://www.research.net/r/OGPConsultation>.

## WHAT'S NEXT?

- Following feedback from community organisations and New Zealanders, SSC will be designing an approach for developing the next Action Plan for Ministerial consideration and approval
- SSC will begin leading the development of the next Action Plan in early 2018. This will include several rounds of open consultation, in which interested parties present and discuss ideas for commitments. After a process of prioritization, the final Action Plan will contain between five to 15 commitments, with input from both community organisations, the public and government agencies. The next Action Plan will be subject to Cabinet's approval
- The results of the discovery, led by GIS, will help shape the type of service and product offered to support agencies when engaging. It will also help to clarify the leadership and working relationship required across the different government agencies to support best practice engagement (eg DIA, DPMC, and Treasury).

# OPEN GOVERNMENT PARTNERSHIP




## NEW ZEALAND

### Commitment 5: Ongoing engagement for OGP

**Date:** December to February 2018

**Lead agency:** The State Services Commission (SSC)

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Milestones		Stage
1	Work with the Department of Internal Affairs to improve government's access to, and use of, digital public engagement tools <i>End date: June 2018</i>	
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underway



completed



some delays.

### WHAT HAVE WE BEEN DOING?

- Government Information Services (GIS) in the Department of Internal Affairs (DIA) has finished the six week discovery phase to understand how digital technologies can best support participation in government. It found that the public seeks meaningful engagement with government, but faces barriers from complex, lengthy documents, tight response time-frames, and a lack of trust that their feedback will make a difference. To meet this need, government needs to use a range of digital technologies to embed openness and transparency, as well as collaborative and deliberative engagement methods. The full discovery report will be published on [digital.govt.nz](http://digital.govt.nz).
- A public survey to discover how New Zealanders would like to be engaged in the next action plan process was launched on Monday 27 November 2017 by the State Services Commission. The survey was sent to the almost 800 subscribers on the New Zealand OGP mailing list, and was publically available from the New Zealand OGP website.

- Results from this public survey indicate that the engagement to develop the next Open Government Partnership (OGP) action plan should emphasise digital tools and livestreaming, alongside in-person events.
- Alongside the survey, officials from the State Services Commission also conducted interviews with community group representatives, who engaged in the development or review of New Zealand's current action plan. One interview has been delayed until March to accommodate stakeholder availability. Currently key stakeholders from community groups discussed a number of common themes in the 2018 OGP engagement: transparent approaches and outcomes; a variety of engagement channels; and easy to understand and accessible.
- These have been used to inform the approach to the next OGP action plan engagement beginning at the end of March/early April 2018.

## LINKS

[www.ogp.org.nz](http://www.ogp.org.nz)

<https://www.research.net/r/OGPConsultation>

<https://www.digital.govt.nz/blog/reimagining-participatory-democracy-a-review-of-the-government-online-engagement-service/>

## WHAT'S NEXT?

- Based on insights from the review and discovery exercise, DIA proposes a work programme to support system level change in government openness, inclusion, trust and broader participation in digital-enabled democracy. The scale of the programme is funding-dependant.
- The proposed approach will be to work with agencies on current engagements and consultations to:
  - make it easier for them to use a range of technologies,
  - join-up standards and guidance - lifting quality and capability, and
  - create an anonymised database of insights.
- This work will be done in consultation with State Service Commission and the Department of the Prime Minister and Cabinet.
- The State Services Commission will be conducting one further stakeholder interview in March 2018. A report outlining the survey results and interviews will be published on the OGP website.

# OPEN GOVERNMENT PARTNERSHIP

## NEW ZEALAND

### Commitment 5: Ongoing engagement for OGP

**Date:** June to August 2017

**Lead agency:** The State Services Commission

*We will build a flexible and enduring platform for engagement between the New Zealand government and New Zealand communities around the Open Government Partnership.*

#### WHAT HAVE WE BEEN DOING?

- Findings from the review of the Government Online Engagement Services (GOES) pilot are being assessed by the Department of Internal Affairs (DIA). The review is part of work to improve government's access to, and use of, digital public engagement tools.
- Met with the Independent Reviewer to give an overview of the consolidated insights and findings from the GOES review.
- We have developed a draft mid-term self-assessment and undertook online public consultation on it, which also sought ideas for issues the next National Action Plan could tackle
- We have continued to update New Zealand's OGP website with developments
- We are continuing to broaden key stakeholder relationships and take opportunities to engage with stakeholder groups on issues they are concerned about.

#### LINKS

[Open Government Partnership New Zealand](#)

#### WHAT'S NEXT?

- Review of the Government Online Engagement Services (GOES) pilot circulated with DIA management to determine next steps
- Publishing the mid-term self-assessment.






## YEAR END: Commitment 5 - Ongoing engagement for OGP

**Date:** March to June 2018

**Lead agency:** The State Services Commission (SSC)

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Milestones		Stage
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underway



completed



some delays.

## WHAT HAVE WE BEEN DOING?

- In 2016 The Department of Internal Affairs (DIA) piloted a survey software tool built on Govt.nz, under a programme of work called the Government Online Engagement Service (GOES).
- We committed to piloting a single consultation using the GOES tool, taking a test and learn approach. However, the demand from agencies was so high, that we extended this pilot to support 11 agency consultations in this testing period. Along with help to use the tool, agencies received guidance and engagement support to ensure each consultation was fit-for-purpose prior to release.
- This testing period included use of the tool for the consultation on the Open Government Partnership self-assessment report, 2014-16.
- We drew on all the insights from running the agency consultations, and their use of the GOES tool, to review the pilot. The report of the review findings were published on digital.govt.nz on 1<sup>st</sup> of December, 2017.
- The findings from the GOES review informed a six-week discovery project to understand how digital technologies can best support participation in government. Staff from the State Services Commission (SSC), and the Department of Prime Minister and Cabinet (DPMC), were on the project team.

- As the GOES project hadn't spoken to the public, a focus of this exercise was on how people prefer to engage. We initiated an open conversation with 129 people to get their views. We also spoke with 29 agencies, and 9 NGOs. We analysed the results to inform next step considerations around improving access to, and use of, public engagement tools. The report has been published on [digital.govt.nz](https://digital.govt.nz).

#### MAKING TOOLS EASIER FOR AGENCIES TO ACCESS AND USE

- We also tested another engagement tool as part of the collaborative engagement approach to the development of the [Digital Service Design Standard](#). [Loomio](#) was used to support open engagement processes. It was used to test a consensus-based engagement tool, also for its ability to support a deeper level of engagement than government's traditional one-way conversations.
- Loomio and [Delib](#) have been made available for agency use through the Marketplace, which digitises the procurement of cloud tools. The Marketplace was formally launched in June 2018.
- This makes these two tools easily accessible for agencies without needed to undertake standard procurement and associated security assessments. More public engagement tools will be added to the Marketplace in future, which will give agencies greater opportunities to use the right tool to support their engagement.
- Following demand from agencies, we published a [list of cloud based engagement tools](#) that agencies have already done risk assessments on, so other agencies can leverage off them to save time and money.

#### REFLECTION: HOW DID THIS COMMITMENT CONTRIBUTE TO OPEN GOVERNMENT?

- Open government fundamentally changes the relationship between government and society; opening up greater space for public involvement and scrutiny. This puts the New Zealand government's engagement with citizens at the heart of open government.
- A key finding from the OECD's report *Open Government – The Global Context and the Way Forward* was that countries need to develop an enabling environment for civil society and a solid framework for citizen participation.
- The use of digital engagement is critical for open government: it provides a connection unlimited by geographic distances. An open by default approach represents a real shift in how government interacts with citizens, towards a more deliberative engagement.
- DIA continues to evolve and improve the digital engagement support required for government to make it easy for the public to engage with it on decisions, creating greater public confidence, trust and legitimacy.
- Digital tools, while only one part of the suite of engagement support that government needs, do help support different ways of engaging depending on the outcome sought eg consensus building with polarised communities or real time commenting on policy or legislation.
- DIA has supported SSC to the successful achievement of this commitment in a number of ways. We've piloted an engagement tool for agencies and supported agency capability build by supporting 10 additional consultations beyond the original pilot consultation.
- We've achieved improved government access to, and use of, digital public engagement tools through signing Loomio and Delib onto the cloud Marketplace which enables easier procurement; more tools will go on as it matures. We've also refreshed our guidance and advice to agencies on good practice public engagement to support use of these tools. We are working alongside DPMC as this guidance supports their Policy Toolbox.
- Significantly, all the work to support the achievement of this commitment milestone has been characterised by a genuine commitment to collaborative effort across government, along with co-design and engagement with people and other stakeholders. We've asked people for their

views, we've tested tools with real consultations, and we've used this insight to inform the development of all the work we've delivered. It is this approach, to openness and transparency of the work that best characterises the successful achievement of Commitment 5.

## LINKS

- Open Government Partnership website  
[www.ogp.org.nz](http://www.ogp.org.nz)
- Designing the next OGP consultation  
<https://www.research.net/r/OGPConsultation>
- Reimagining participatory democracy – a review of the Government Online Engagement Service  
<https://www.digital.govt.nz/blog/reimagining-participatory-democracy-a-review-of-the-government-online-engagement-service/>
- How digital can support public participation - report  
<https://www.digital.govt.nz/standards-and-guidance/engagement/online-engagement/research-how-digital-can-support-participation-in-government/>
- How digital can support participation in democracy – blog post  
<https://www.digital.govt.nz/blog/how-digital-can-support-participation-in-democracy/>
- 'Listen up' – democratic engagement and Twitter  
<https://www.digital.govt.nz/blog/listen-up-democratic-engagement-and-twitter/>
- Online engagement guidance – refreshed tools guidance  
<https://www.digital.govt.nz/standards-and-guidance/engagement/online-engagement/how-to-develop-an-online-engagement-strategy/choose-the-right-tools-for-online-engagement/#3-1-meet-the-requirements-for-all-toolshttps://www.govt.nz/browse/engaging-with-government/consultations-have-your-say/consultations-listing/>
- Consultation listing  
<https://www.govt.nz/browse/engaging-with-government/consultations-have-your-say/consultations-listing/>
- Marketplace  
<https://www.digital.govt.nz/products-and-services/marketplace/>
- Digital Service Design Standard  
<https://www.digital.govt.nz/standards-and-guidance/digital-service-design-standard>
- Cloud tools that have undergone risk assessments  
<https://www.ict.govt.nz/guidance-and-resources/using-cloud-services/assess-the-risks-of-cloud-services/risk-assessments-completed-by-agencies/>