Sensitivity: General

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NO VOICE LEFT BEHIND

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Business Director – Community Shaping, Beca

Kia Ora
Kia Ora
Kia Ora
Kia Ora

This is a message from New Zealand.

He aha te mea nui o te ao? He tangata, he tangata, he tangata!

What is the most important thing in the world? It is people, it is people, it is people!

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Te Tiriti o Waitangi

Agreement in 1840 between Māori and the Crown:

Rangatiratanga

Equity

Active protection

Options

Partnership

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Māori Data / Sovereignty / Governance

OVER WORKED!
UNDER STAFFED!
UNDER PAID!
THANK YOU
Don't PAY Bills

DAILY FREIGHT

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Transforming services and engagement outcomes through new models of inclusivity

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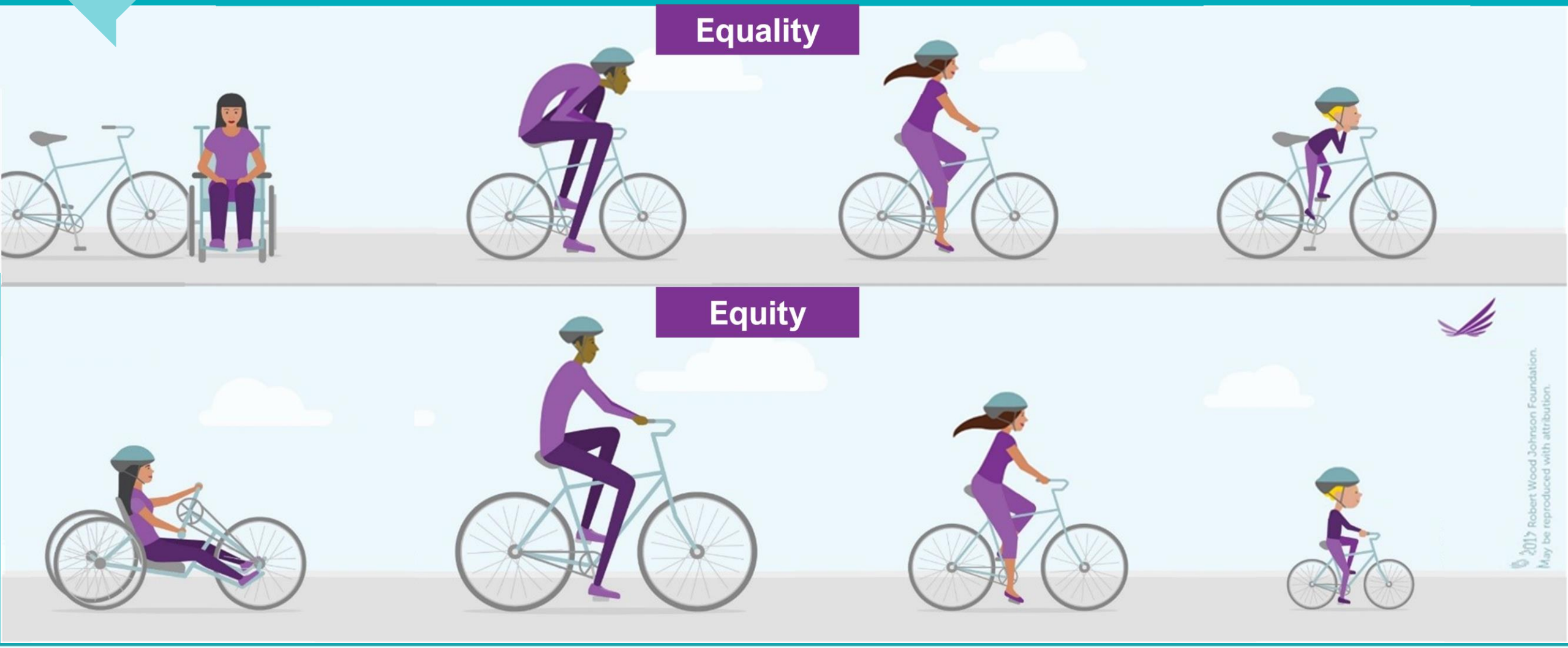
Services and Engagement



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Engagement methods

1. Face to face / Call Centre
2. Online Forms
3. Beautiful Engagement Platforms
4. Next Generation Conversational

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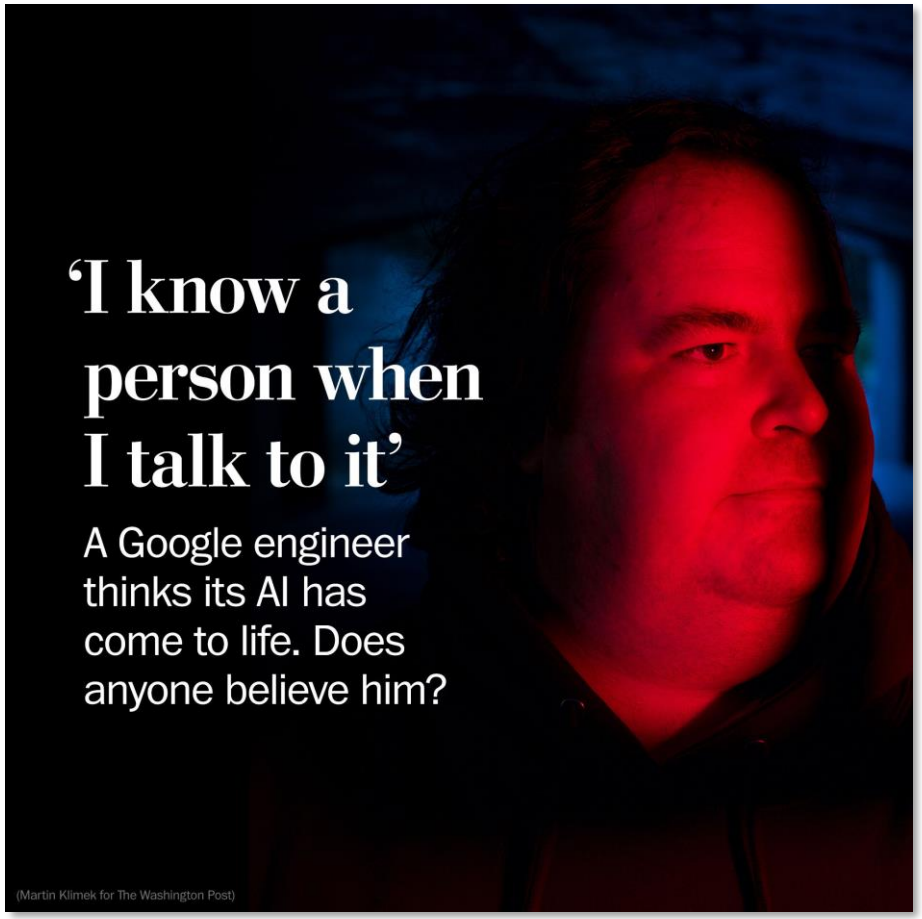
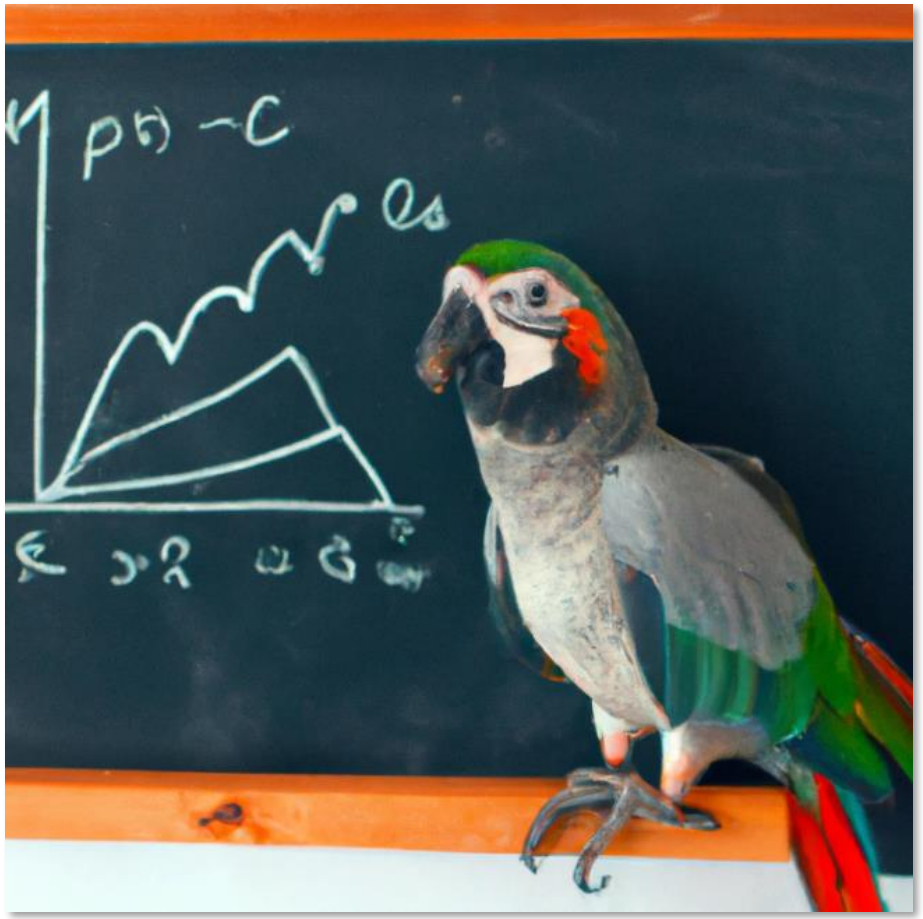
AI Technologies





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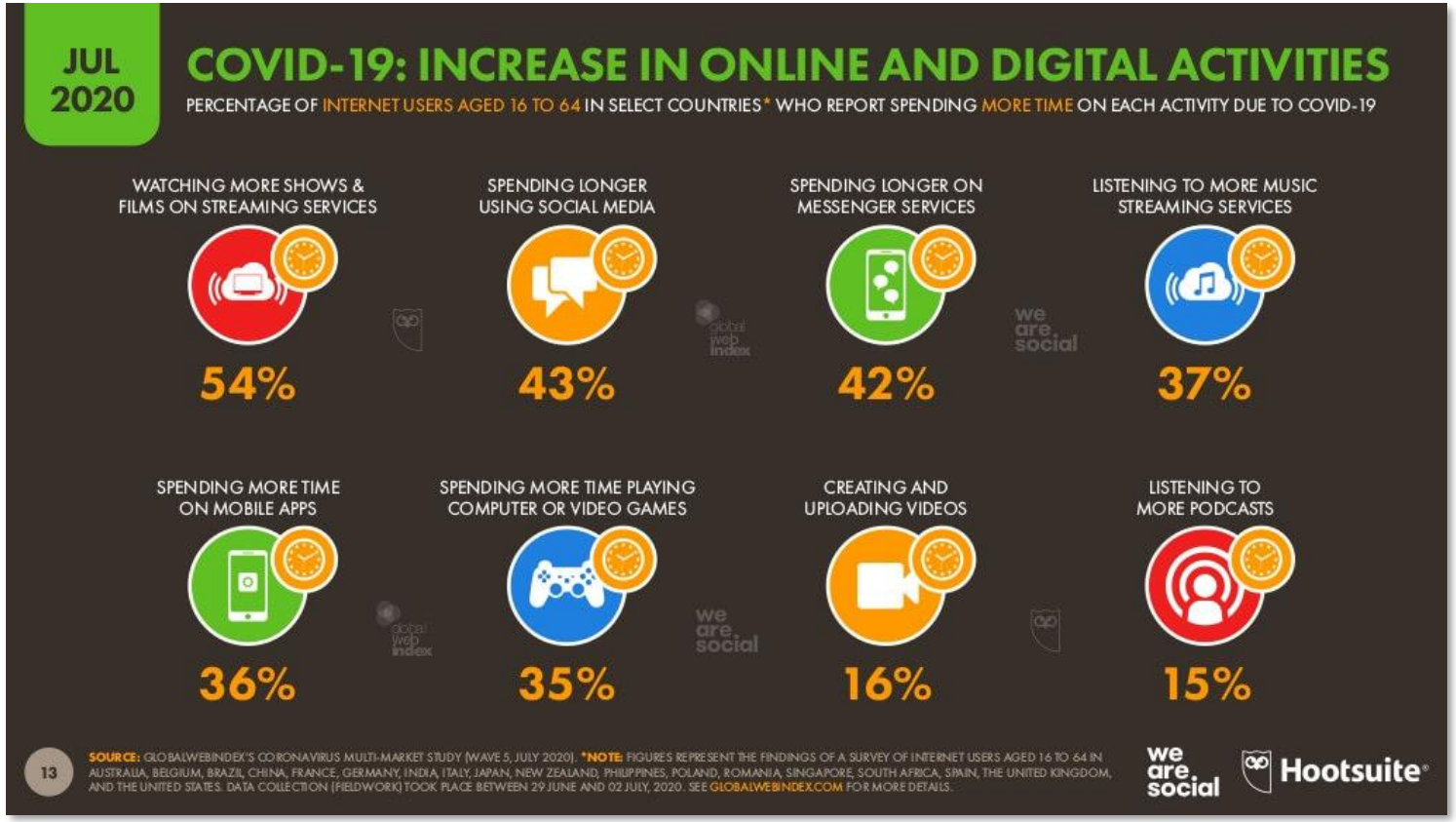
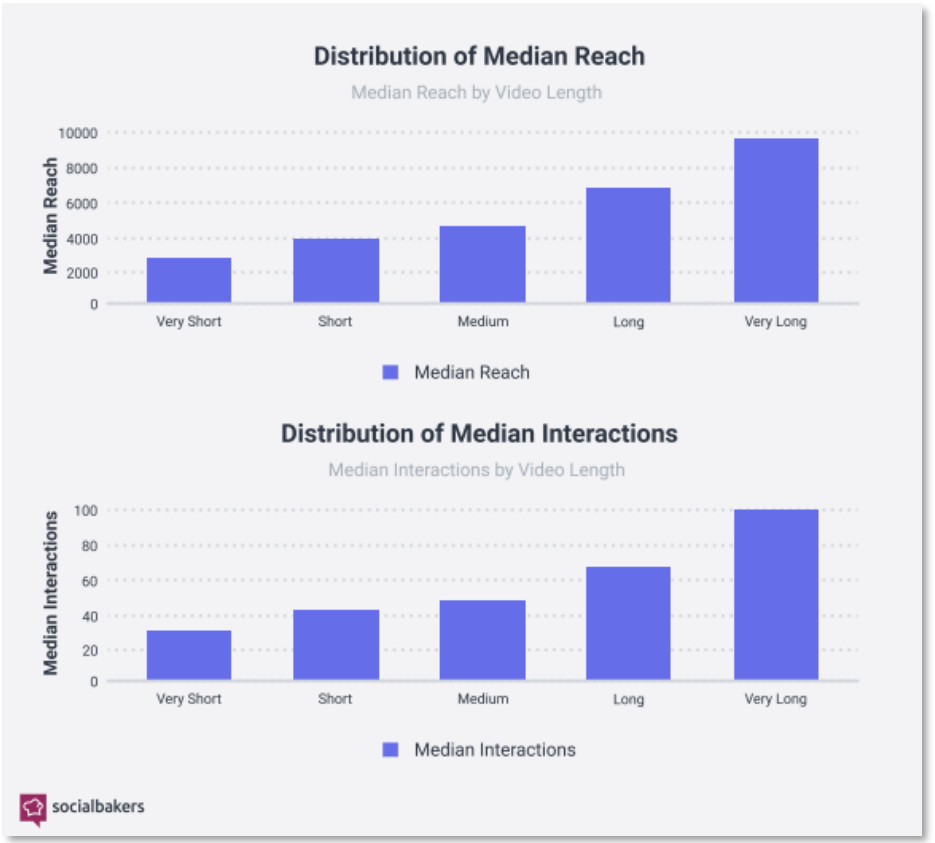
Trends in online engagement





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Barriers to online engagement

1. Digital Divide
2. Engagement Fatigue
3. Language and Culture
4. Transactional Relationships

Next generation online engagement

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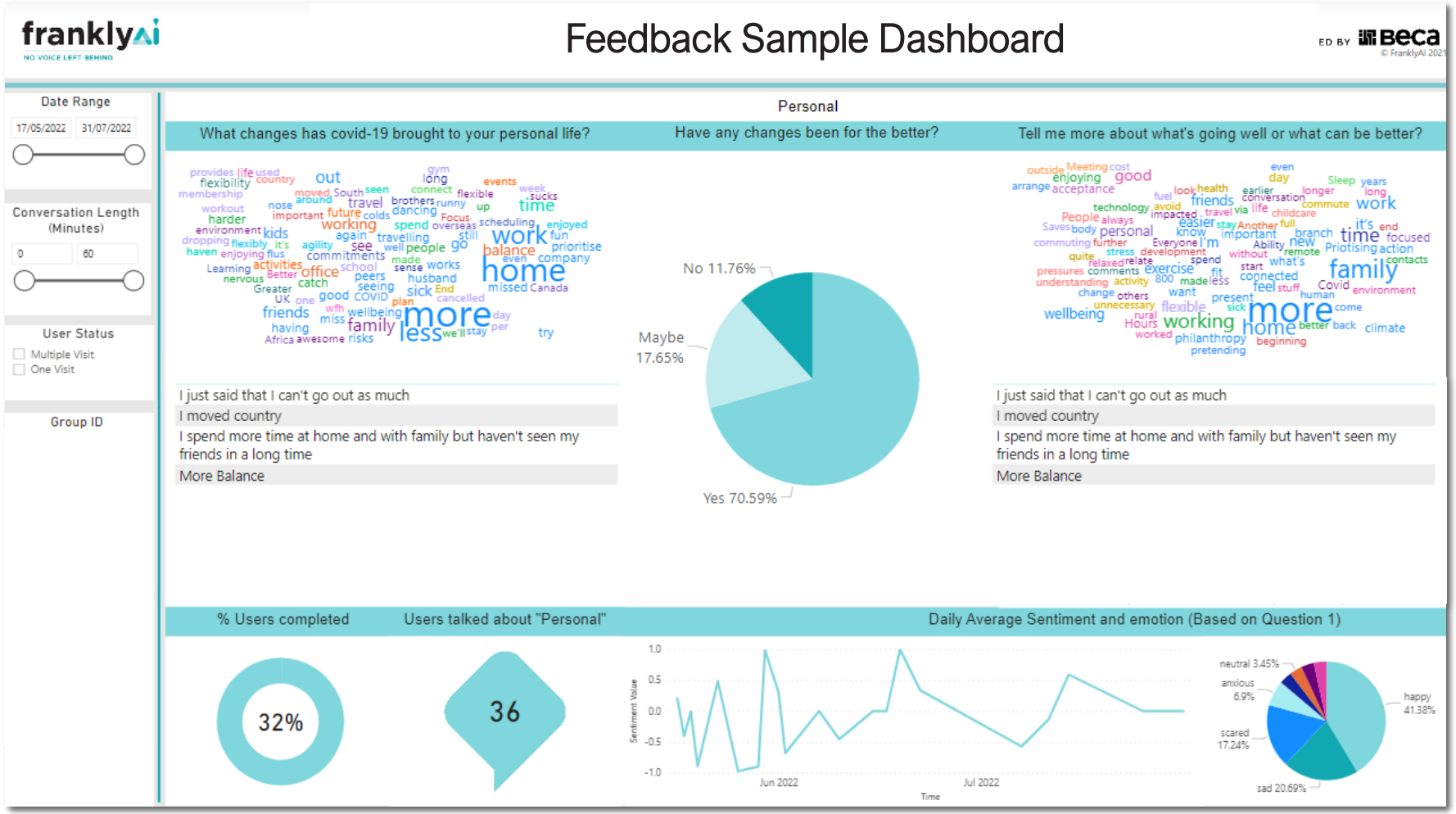
AI-Powered Insight



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HE RARAUNGA KUPU,
HE NUI TE KŌRERO

Speak Frankly.

Share your thoughts in the language that feels right to you.

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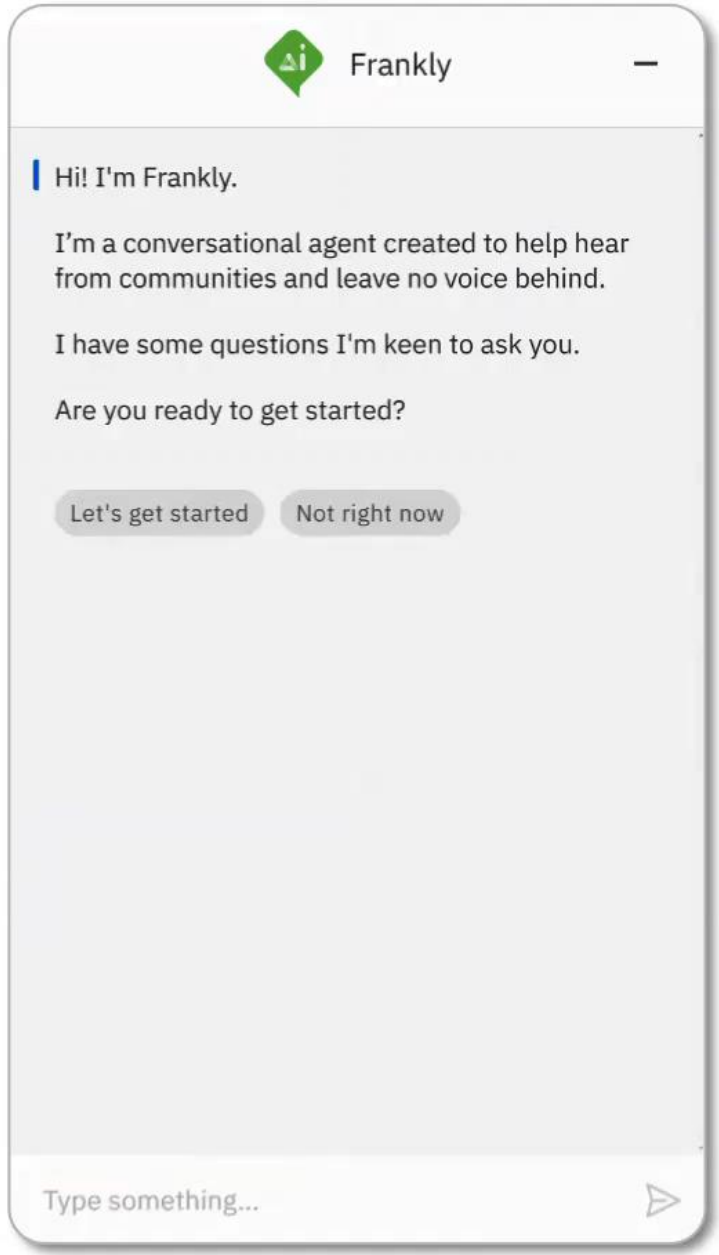
HE RARAUNGA KUPU,
HE NUI TE KŌRERO



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Case Studies

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“Talanoa” Samoan User Feedback

“The Talanoa chatbot gives Samoan people a real ‘voice’ in their community through their own language so as to inform and give local government and councils a clear idea of local people’s needs and relevant concerns and issues.”

“The Talanoa Chatbot successfully uses Samoan conversational techniques periodically to check for participant understanding and clarity of questions asked. This consensual and interactive dialogue is very much part of the fa’asamoa or Samoan way so it is a great approach that helps participants to feel comfortable and culturally respected.”

“The innovation of the Talanoa Chatbot as a platform to pass cultural, community related information is uniquely creative and successful in its delivery.”

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Torres Strait Islander User Feedback

"Lost for words. This will go a long way"

“Many students were not as comfortable talking to me in English but when I start talking Creole, they are much more open and speak much more freely I’d expect that this type of technology would have a similar effect”.

“Feels like I’m talking to a Torres Strait Islander”

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Application

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Barriers to better service and engagement outcomes

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Transforming services and engagement outcomes through new models of inclusivity

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My thoughts

1. A Smart Cities approach is finding those technologies that improve community equity.
2. Traditional hybrid online engagement methods don't naturally lead to equity outcomes.
3. AI enables more qualititative analyses, more access to services and more ability to consider equity!
4. The future of online engagement is conversational and multicultural.

He tangata,
he tangata,
he tangata.

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HE RARAUNGA KUPU,
HE NUI TE KŌRERO

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