

November 11th 2019

Kick Off Workshop

We talked loosely about what Theory of Change is and how it's used. We then brainstormed what our long term goal is, trying to balance being specific and not getting caught in the detail.

Here are all our stickies:

- Involvement in civic tech is a recognised part of career development
- There are spaces for people to have input into government
- Citizens are directly involved in policy making
- Government that makes human-centred services
- Citizens participate in the design of government services
- There are evolving partnerships with private sector on improvement of tech & innovation
- Government algorithms treat people fairly and ethically
- Government data is open by default
- Government that creates open source by default
- Government that shares what it's working on
- Government departments sharing their tools and knowledge with each other and public as part of regular practice
- All public serving government platforms are open source
- Public money is spent wisely on tech
- Government that doesn't waste I.T. dollars because they didn't know better
- A government using technology to improve its services and outcomes for the public
- A digitally-savvy government
- Australia has a world class digital government
- Educating all levels of government across Australia, in all areas of digital innovation
- To change government thinking / culture to be more innovative and open to use of tech

Which we then distilled down a bit further.

LONG TERM GOAL

By 2030, Australia has a world-class digital government that is built by, and for, everyone.

That means...

- Policies and services created are driven by public needs and input
- Data and technology is open by default
- The public sector embraces openness and collaboration

We then talked about the necessary preconditions to be able to do this. Again, there were many:

- Public sector understands how to do this (be a world class, digital government)
- Public sector has the right skills and people to make things well and collaborate
- Public sector capability building happens internally
- Gov leaders promote / champion importance of better digital government
- Public sector leaders are digitally mature
- Public sector is given access and funding for necessary resources and tools
- Public sector receives quality training in these areas (and asks for help)
- Public sector that is informed (and has ways to stay informed) of digital best practices
- Public sector is open to collaboration with outside government
- Government teams are open to new ways of thinking and doing things (open to change)
- A culture of safety around sharing exists
- Public sector has knowledge and infrastructure to make tech and data open
- Design and delivery practices and framework are legislated
- Consulting firms are not the safe option
- Mutual trust (between public sector and everyone else) exists
- There are opportunities for people to have input and collaborate with government
- People see value and results in contributing to public sector

November 19th 2019

Second Workshop

Grouping necessary preconditions:

- Culture change
- Learning best practices
- Recruitment and retention of people in gov
- Procurement reform
- Policy reform
- Trust & accountability
- Leadership inside government
- Meaningful opportunities for non-gov

What are our **activities**, at the highest level?

- Fellowships
- Tech for Non Tech Classes
- Digital maturity Assessments
- Civic Makers Meetup
- Sandpit
- Community Building (Slack, bridge building, triaging / referrals, network)
- Being a Role Model Organisation (For us this meant, having awareness, making time for reflection and improvement, embracing knowledge sharing, showcasing, and transparency, having well documented policies and a healthy work culture, embodying digital best practices (working using HCD and agilely) and maintaining a open source tech platform - one day)

We then tried to map out the **outputs** of each of those, noting that there may be crossover across many of our programs:

- Neutral / accessible space to gather (for different folks)
- Pool of alumni and talented folks
- Prototypes and almost products
- Research (problem statements, user needs, delivery specific)
- Organisational Research (org analysis, understanding, recommendations)
- Practical and hands-on experience of tools and methods
- Putting different people together
- Evaluation of (in-flight and post-program) data and insights
- Recommendations and advice
- Creating pathways and opportunities (jobs and volunteer)
- Slack community
- Open door policies
- Participating and running events
- Open documents, resources (e.g. Google, Handbook, Trello, GitHub)
- Blogs (thoughts and updates)
- Open software components
- Trainings (internally)

And finally... all of the **outcomes** that our outputs were trying to achieve:

- Engagement with different groups and ideas
- Safe hands, good experiences of collaboration
- Freedom to experiment and take risks
- Jobs, industry, sector that is representative of Australia and full of people who share our values
- Provide amazing people for an opportunity
- Better experiences and services (public-facing)
- Ability to share with / teach others
- New skills in the public sector
- See value in and believe in the HCD / agile process
- Empathy and trust
- Contextual understanding
- Providing valuable and novel information
- Positive and generous vibes
- Clear direction, actions and alignment to make progress
- Knowing where to start
- Sustained and well-equipped folks
- Resource and strengths of a number of people working together
- Connections
- Amplification & advocacy of shared value organisations and people
- Saves time and makes it easy to do good stuff
- Feedback and improvements and consensus as a community
- Thought leadership and reputation for Code for Australia