



DEPARTMENT OF THE
PRIME MINISTER AND CABINET
TE TARI O TE PIRIMIA ME TE KOMITI MATUA

Listening to the People

Leaders Integrity Forum

16 October 2018



Some relevant definitions

Listening: making an effort to hear something; paying attention to or heeding

Stakeholder engagement: process by which an organisation involves people who:

- may be affected by decisions it makes, or
- can influence the implementation of its decisions

Participatory democracy: doesn't limit participation of citizens to voting, but strives to create opportunities for everybody to contribute to decision making

IAP2 Public Participation Spectrum

INCREASING IMPACT ON THE DECISION 

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

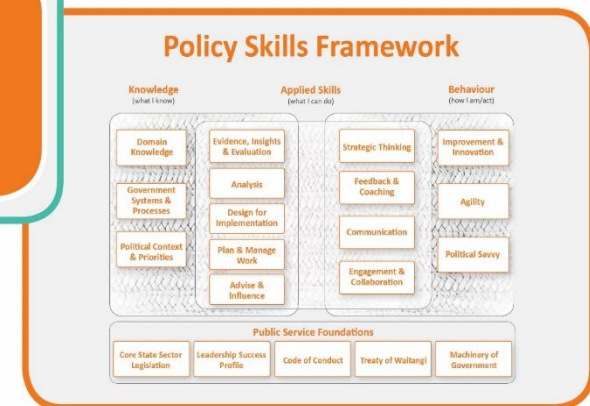
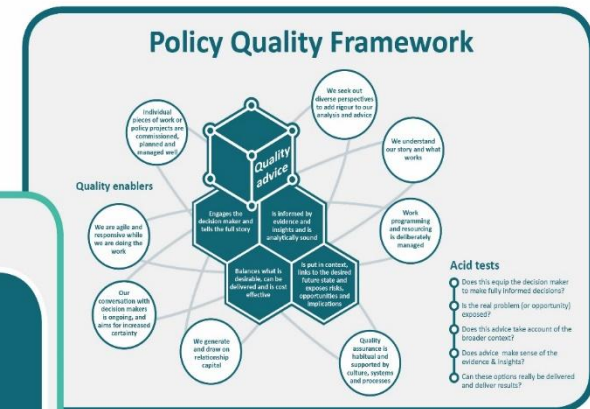
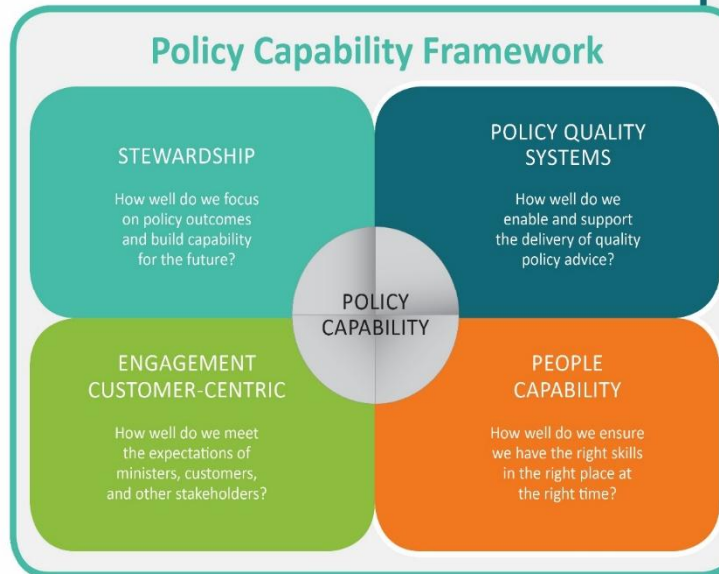
Frameworks & tools to assist you



The Policy Project



- Public participation
- Design thinking
- Behavioural insights





An example of engagement standards

1. Choose the right approach
2. Define the objectives and plan
3. Manage expectations
4. Choose the right people for the job
5. Be transparent about the process
6. Provide sufficient information
7. Provide opportunities to be heard
8. Understand all views
9. Close the loop

OGP Nat Action Plan, Commitment 5

Objective: Develop a deeper and more consistent understanding within the NZ public sector of what good engagement with the public means (*across the IAP2 public participation spectrum*) - by:

- **Developing a decision tool**
 - For choosing the appropriate engagement approach
 - To improve good practice understanding across the IAP2 spectrum
- **Case-studies** of innovation success stories
- **Live 'demonstration project'** 'Involve' or 'Collaborate'
- **Wide dissemination** by June 2020