

Document 16: Feedback Observations Review - 23 June 2021

Innovation Fund formal review point - observations log

Last updated 19/06/2021

#	Observation	Notes / actions	Owner
AGREED ACTIONABLE CHANGES			
1	Better linkages with Te Aka (Policy)	CLOSED - weekly meetings set up <ul style="list-style-type: none"> • More Te Aka facilitators - Emma to free up people's time to do this • Include Emma in Sam/Paula catch ups • Emma to link in the Innovation Team around the broader policy objectives being worked towards • Policy to be involved in the design of data capture (how and when) 	Sam
2	Project data and capturing insights on projects for broader opportunities etc, this includes capturing who we are NOT funding and who doesn't end up presenting	CLOSED - dashboard built and managed <ul style="list-style-type: none"> • Innovation project team action to clarify what data we want to capture and when - currently we don't know our gaps. Involve Policy in this process too. Mechanisms for capture: <ul style="list-style-type: none"> • I&O in the room during the panel sessions • Kaiāwhina could capture the data on Sunday by talking to people • Give one I&O person access to Eventbrite so they can see participant information • Include 'tags' in the plan on a page or panel booking form so the applications are "categorised" 	Paula & Mike & Marei
3	Panel makes decision based on plan on a page and panel session and THEN invite applicants to submit a project plan	<ul style="list-style-type: none"> • CLOSED - Simon checked with the panel and they confirmed they would not be able to make decisions to invite based on sharing session and plan on a page alone 	Sam Simon, Paula, Coral
4	Develop project plan guidance	<ul style="list-style-type: none"> • CLOSED - available in web copy and will be included in next Event Guide print 	Simon Marei, Coral
5	Some sort of pre event process for applicants with large \$\$\$	<ul style="list-style-type: none"> • CLOSED - we have incorporated this into MC talking points and updated web copy 	Hannah Simon
6	Phone calls to attendees - checking if they are coming, let them ask any questions etc		Comms team
7	We are currently constrained by the number of panel sessions we can run in a weekend (approx. 40).	<ul style="list-style-type: none"> • PARKED - the process has continued to work as is but can reopen if we required. Need to consider probity of any changes 	Paula & Sam
8	Add additional sessions to the Sunday event agenda - business plan workshops etc		John
9	Change the event to flexible attendance	<ul style="list-style-type: none"> • CLOSED - agreed that we are open to requests for flexible attendance and we have incorporated this into web copy and Terms and Conditions 	Sam
10	Add participants to a closed facebook group for each region (on an opt-in basis)	<ul style="list-style-type: none"> • OPEN - Katie to manage this, need to write up the purpose of this and get it approved, exit plan, MCH ongoing responsibility 	Katie
11	When setting future dates, early engagement and allow for 6 week lead-in time for comms pre brief etc		Sam
12	Put fundable projects "on hold" in the case we have money later down the track		Kristy
13	Incentivise collaboration between participants/projects	<ul style="list-style-type: none"> • ONGOING - More work is required on how we do this, we have trialled a networking session for online event 	Paula & Sam
14	Kaupapa Maori principles throughout the funding agreements - balancing with government compliance	<ul style="list-style-type: none"> • CLOSED - workshops complete, perhaps remind/share with I&O team again 	Marei
15	Identify "key stakeholders" for MCH attending each event and develop a brief before event		Jeanette
16	Clarity around what 'innovation' means, sector definition etc, ensuring we are being consistent	<ul style="list-style-type: none"> • CLOSED - we are not defining innovation but we provide examples of what it may be 	Lindsey & Simon

Document 17: Feedback Observations Review - 17 August 2021

Innovation Fund formal review point - observations log

Last updated

18-Aug

#	Stage	Observation	Notes / actions	Owner
1	Pre event	Pre event phone calls - Develop some reactivities around flexible attendance, what to expect at the event etc	Phone call script and current list of accompanying reactivities have been sent to Lindsey CLOSED: Phone call script updated and reactivities/FAQs included	Lindsey
2	Pre event	Updated information video on the Fund to increase understanding of the fund prior to the event and focus/filter demand	Nicole to send pre event phone call script to Lindsey CLOSED: Info video will not be produced but we will update written comms collateral	Lindsey, Simon, Marei
3	Pre event	Develop an information package on our other funds that can be used as a resource by the Innovation team	The principal advisors have been working on this, Paula to link/liaise with the Innovation team	Paula
4	Pre event	Make documents/information readily available for participants on the website	Most documents are up there (e.g. plan on a page, project plan guidance), Lindsey to add Event Guide and also create a participant information parent page	Lindsey
5	Pre event	Complete an event risk assessment prior to each event	Nicole to add as standard pre event step in schedule CLOSED: Incorporated into pre event process and owned by event manager	John
6	Pre event	Develop contingency plans for events, including: - Design online event - Back up options/plans if key personnel are unavailable	<ul style="list-style-type: none"> Online event planning underway Sam/Nicole to set up workshop to develop back up options for key personnel and weigh up pros and cons CLOSED: Online event designed and implemented from Taranaki onwards	Sam, John
7	Pre event	Produce an easy read version of the Event Guide	Nicole is working with Monique Hamon on this. MSD is the lead for ensuring we have accessible materials across government - making contact with this team. CLOSED: Produced by People First NZ via MSD	Nicole
8	Pre event	Decide if we want to leverage pre event media opportunities and identify these opportunities	Pick up in comms workshop 18 August CLOSED: Will not pursue as we are generating enough demand for events through pre event engagement	Lindsey
9	Pre event	Innovation team to learn more waiata e.g. Te Urungi haka		Marei
10	Pre event	Develop facilitator brief to understand more about the fund, set expectations etc	Simon and Marei to test with Gabrielle what is helpful for her to know as a new facilitator CLOSED: Kaiawhina pack created	
12	Pre event	Schedule a facilitator / event team meeting before each event - including new panel feedback/guidance, event roles and responsibilities, run sheet, expert bios	CLOSED: Incorporated as standard pre event process where required e.g. new kaiawhina involved for the weekend	Nicole
13	Event	Ensure we have quiet spaces and breakout spaces at our event venues		John
14	Event	List examples of sector / community wide impact, to be included on website and in MC script		Simon
15	Event	Review plan on a page template	Set up a workshop for this and we should also need to test new versions with externals	Sam
16	Event	Review Friday night script to "strip it back" to include key information only and remove any duplication	ON HOLD while doing online events we do not have a Friday night session	Simon
17	Event	Review Friday night activity format and build in a way of capturing the data/outputs	ON HOLD while doing online events we do not have a Friday night session	Simon, John
18	Event	On Saturday and Sunday, MC read out collaboration whiteboard and encourage people to add to it	ON HOLD while doing online events, for online events we have a networking session	Simon
19	Event	In the interest of building the ecosystem, MC to ask for offers at the event for any participant/s that want to drive local collaboration and keep people in contact after the event	<ul style="list-style-type: none"> Jeanette to provide intel on who this could be based on engagement Confirm where this best sits in the script 	Jeanette, Simon
20	Event	Consider how we are supporting our non-extroverted participants and creating a safe, comfortable space	Develop strategies and messages for us to support these people	John, Lindsey
21	Event	What experts are being used the most and which positions do we want to have in the room going forward	Review previous sign up sheets to assess demand levels CLOSED: Event Manager has assessed the expert areas that are most in demand / helpful to provide	John
22	Event	Sunday drop in clinic to find out about other Ministry funds run by Principals	Incorporate into run sheet and MC script, will depend on Principal availability along with facilitating their hub ON HOLD while doing online events we do not have a Friday night session	John
23	Event	Circulate expert bios to kaiawhina prior to event	CLOSED: Included in kaiawhina pack	Nicole

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Pre-event activities (incl comms)

10 days prior: 1st pre-event participant email

- **Action:** Stronger language around registering for the Portal before the event and to email support.culture if needing support/help – **Jeanette/John**

Mon: Participant phone calls *(updated script)*

- **Action:** Clarify in script to check if individuals are individual or part of a team? (...so we can put them in a suitable hub) - **John - done**
- **Action:** Ask in script: Are you collaborating or working with any other teams coming to the event? (...so we can put them in the same hub) - **John - done**
- **Action:** Ask in script: Are you bringing a support person to the event at all? (...so we can sort out registration info and we are aware they are coming) - **John - done**
- **Action:** Block in calendar time for participant phone calls by the full project team (ideally need more people doing these) - **Nicole - done**

Tech rehearsal

Tues: Evening test event

- **Action:** Add Online Portal tutorial to the test event - **John**

Weds/Thurs: 2nd pre-event participant email *(updated template)*

Kaiawhina pack distributed *(includes pre-event participant emails)*

Fri: IT set-up and tech training *(1-1 Zoom training with new kaiāwhina instead of group session)*

Online Portal:

- **Action:** Create screenshot or video guide for Portal as a resource for people struggling – **Kristen/Hannah/John**

ID

- Investigate how would we do this - **John**

Event structure

- Some teams missed out on expert sessions; Finance and Mātauranga Māori were at capacity for BOP.
- **Action:** Look at creating more expert sessions - **John**
- Kaiawhina can offer being “expert” for certain things
- **Action:** Add something in kaiawhina pack around the expert booking process – especially for new kaiawhina - **Nicole**
- **Action:** Soften language in MC script around booking with experts – **John/Simon**
- **Action:** check expert contracts for privacy info/rights - **John**

Kaiawhina

- It's a challenge for some kaiwhina to split time between their different teams
- **Action:** Share in chat if you have availability to support other kaiwhina and introduce Online Portal later in the day (check where it is in the script) – **All kaiwhina**
- **Action:** check MC script and kaiwhina script for any double ups - **Simon**

Tech

- Co-hosting essential in main stage unless we change to a webinar, which brings other challenges (security, break out rooms etc)
- **Action:** Investigate pros/cons of Webinar - **John**
- Tech issue response can be tightened
- **Action:** Create response plan and link in with Gabs and Simon around MC's role in the response (pre-planned MC script) - **John**
- **Action:** Confirm direct channel between John and Gabs/Simon so they know what's going on - **John**
- Important to keep group Teams chat as quiet as possible unless necessary
- **Spotlighting** – manual process (must be clear on names when picking on participants and use the name that matches what they are using on Zoom)
- **Mic issues** is most common problem – easily fixed and could be incorporated into kaiwhina/expert training

Panel

Some participants' feedback was that the panel sharing sessions were "sterile, dry and not like a conversation". One team also told their kaiwhina that it was not in line with Māori kaupapa to have a Pākehā chairing.

Suggestions to address this:

- Set expectations upfront
 - Upfront communication about the degree of engagement and interaction from the voting evaluation panel members (that should come from one of them)
- Shared responsibilities
 - For each session share welcome and scene setting responsibilities amongst the panel
 - Possible rotation of Chair to provide a varied experience for both the panel and participants
- Extend (realise this is a long stretch)
 - Extend sharing sessions by 5 mins to allow for mihimihi and pepeha for those that want it

Other notes/questions

- Is there an expectation for Kaiawhina to attend their participants' panel sessions?
- Can other team members take on the role of MC?

Notes/Action Points from Manawatū Whanganui Debrief

Pre-event activities

10 days prior: 1st pre-event participant email

- CFMS tutorial video helped portal registrations

Mon: Participant phone calls

- Idea was discussed to text participants who don't answer, rather than leaving a voicemail

Action: research texting apps – John

Action: Add into phone script that a pre event text will be sent - John

Tues: Evening test event

- Low turnout for this event

Action: reinforce importance of attending test event during participant phone calls - All

Weds/Thurs: 2nd pre-event participant email, Kaiawhina pack distributed, hubs allocated

- Some participants were provided wrong hub meeting links
- Approx. 10 no shows at event (predominantly individuals)

Action: Quality assurance to make sure the right links are going out – Nicole, Jeanette

Action: Oversubscribe next event, in preparation of pullouts – Nicole, Jeanette

Fri: IT set-up and tech training

- Numbering IT equipment worked well and enabled a quick pack down on Sunday

Action: Text all participants on Friday morning (and potentially prior to test event)

Event structure

- Lots of positive feedback received from participants
- A couple of issues with wrong participants in expert sessions and expert no shows

Action: Reinforce the importance of experts checking participants in waiting room – John

Action: play Te Urungi video at some point during the weekend - John

Kaiāwhina

- The number of no-shows meant that some kaiāwhina were quiet
- It was discussed how to handle projects that clearly don't align with the fund. Pre event eligibility criteria screening not possible

Action: examples of successful/unsuccessful projects to be imbedded in comms – Kathy/Jeanette

Action: Jeanette not to choose her own hubs anymore!!

Tech

- A few tech issue experienced, although nothing major. Mix of system glitches and human error.
- Webinar option was researched but not viable due to various reasons, mainly connected to the breakout room feature

Action: investigate whether participants videos can be turned on in main stage

Panel

- It was a struggle for some kaiawhina to find available panel sessions. Saturday sessions were not booked up, while Sunday was hectic
- Issue around participant driving during panel sharing session, creating an unsafe environment

Action: write some examples of why it is important to book sharing sessions on Saturday - ???

Action: guidance around ensuring safe environments for sharing sessions. Add incident on risk register – John, Nicole

Other notes/questions