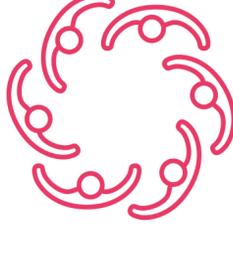


# Towards a trusted, people-centred digital future



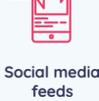
The Digital Council for Aotearoa New Zealand has researched what's needed to have the right levels of trust to harness the full societal benefits of automated decision-making.

Through community workshops we examined people's experiences, aspirations, hopes and challenges with automated decision-making.

## KEY FINDINGS FROM "TRUST AND TRUSTWORTHINESS IN AUTOMATED DECISION-MAKING" REPORT

### Automated decision-making

Automated decision-making (ADM) is when some aspects of decision-making processes are carried out by computer algorithms.



Social media feeds



Approved for a bank loan



Surgical waiting list

When we talk about trust, we are talking about people feeling comfortable and confident when they are affected by other people's decisions or actions. There are ways to use ADM to make things better and fairer for our communities in Aotearoa. This won't happen by accident, but by deliberate design.



Designing, building and using ADM systems with ambition and care.



In ways that are transparent and fair.



In ways that involve tangata whenua and communities impacted by its use.

## What we heard

Algorithm systems have strengths and weaknesses.



- + Automated decision-making is useful for carrying out straight forward tasks at speed and at scale.
- + Automated decision-making is useful as an 'assistant' to help people get work done effectively.
- Participants are less comfortable when algorithms are used to inform complex decisions that have major impacts on people's lives.
- People worry that algorithm systems can make bias and discrimination worse.
- They are concerned that algorithms make deficit-based assumptions about people and do not consider strengths or positive change over time.
- Many participants had low trust in organisations using algorithms, especially government agencies using algorithms for high stake decisions.



## What people want to see

- Algorithms supporting rather than replacing human roles in decision-making.
- To be involved in creating algorithms that are used on their people.
- A focus on data and interventions that reflect the strengths and aspirations of people and communities.
- The diversity of people in Aotearoa New Zealand is reflected in teams that design, build, use and make decisions based on algorithms.
- Transparency around the data that feeds algorithms, what algorithms are doing, who is making the decisions that affect people's lives, and what will be done with the data they use and collect.
- Algorithms being effectively monitored, tested, and maintained.
- Clear rules, standards, legislation or frameworks to govern ADM use.
- Communication that helps people and communities to understand how algorithms work.
- Opportunities to exert choice and control over how data is used.
- Consent and buy-in being actively sought rather than assumed or "opt-out."



## Who we spoke to

The Digital Council wanted to hear from people who are most affected by ADM systems but whose insights and expertise are not often listened to when it comes to their development or use.

Workshops were attended by 187 people from the following groups:

- Blind and vision impaired people
- Ethnic community leaders
- Ethnic community youth
- Women with migrant and refugee backgrounds
- Māori and Pacific youth
- Pacific youth leaders
- Whānau Ora navigators
- Young people with care experience
- General public

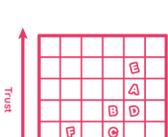


## How they got their say

Workshop facilitators used the Comfort Board method of research to measure participants level of comfort for each scenario.

We developed six scenarios based on real-world situations where algorithms are used:

- Media
- Recruitment
- Youth Support
- Immigration
- Health
- Criminal Justice



## What we're thinking

It's time to move towards a people-centred digital future.

Change is needed that goes beyond a few surface level tweaks.

Actions are needed that give effect to Te Tiriti o Waitangi across government ADM and data projects.

It is possible to realise an equitable, thriving digital future that centres the needs of people and ensures the right levels of trust and trustworthiness.

It will take clear leadership, cross-government collaboration, and a willingness to take risks and do things differently.



## RECOMMENDATIONS

### What we recommend

1. Fund community groups to lead their own data and automated decision-making projects.
2. Fund and support a public sector team to test and implement ADM best practice.
3. Establish a public sector ADM hub.
4. Work collaboratively to develop and implement private sector automated decision-making rules or best practice.
5. Build automated decision-making systems from te ao Māori perspectives.
6. Build a diverse digital workforce.
7. Increase the digital skills and knowledge of public sector leaders.

