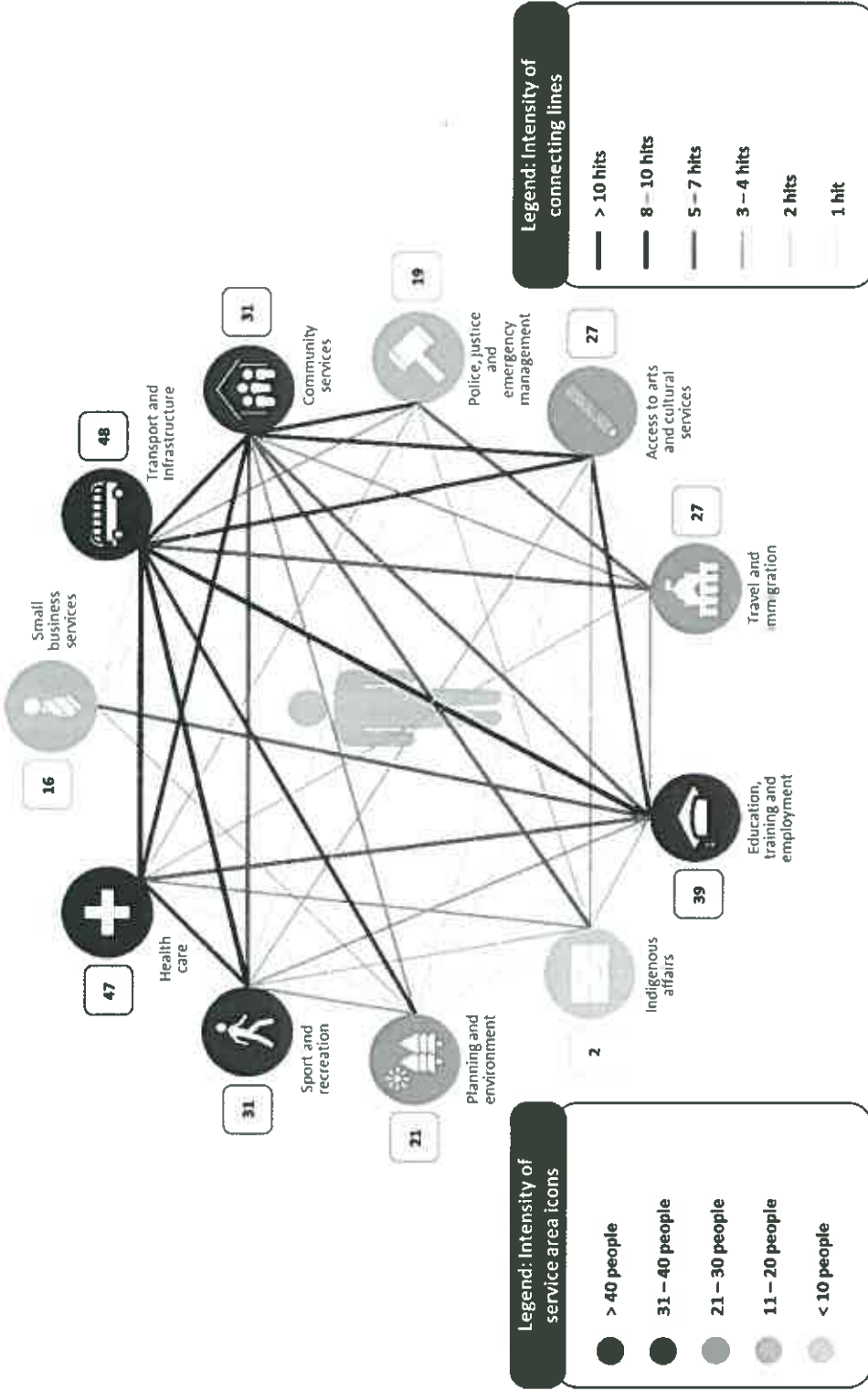


83 CITIZENS PARTICIPATED IN THE WORKSHOP

Figure 1: Heat map of outputs from the 'Centre of the universe' activity



The intensity of the service area icons and the numbers in the accompanying boxes represent the number of times each service area was identified as a service that is used by a citizen. The thickness and intensity of the connecting lines represent the number of times each connection was identified as one that citizens would like to see improvement in.

The following messages were prominent in the outputs of this activity and the discussion that followed. Further detail can be found in Appendix A.1.

| | |
|--|--|
| <p>Improve health services with digital technology</p> | <ul style="list-style-type: none"> ◦ Stronger connections and information exchange between hospitals, agencies and providers ◦ Better technology in public hospitals including public Wi-Fi ◦ Fast access to individual's health info in emergency situations – e.g. a chip (either in body or on a card) that can be scanned by emergency services to access medical history and enable faster administration of medical care at crash/emergency sites ◦ Wait-time management through digital systems to notify customers of the time remaining/length of delays to appointments. |
| <p>Improve transport with digital technology</p> | <p>Public transport:</p> <ul style="list-style-type: none"> ◦ Proactive notification/alert system based on user routine/preferences to notify of delays/issues ◦ NSW transport trip planning website to incorporate GPS-based system to select destination <p>Road transport:</p> <ul style="list-style-type: none"> ◦ Use real-time data to make speed adjustments to suit conditions – e.g. digital variable speed signs that adjust to weather conditions ◦ Real-time notifications of alternative routes for traffic jams/accidents ◦ Real-time adjustment of lane directions to manage congestion ◦ App to notify council/RMS of road maintenance requirements such as potholes (rather than phone system) e.g. GPS ping. |
| <p>Improve usability of government websites and phone</p> | <ul style="list-style-type: none"> ◦ Better integration between services to position government as one single platform ◦ Simplify websites to make ease of use and search functionality built on a common standardised template with a centralised search function ◦ Education and training for those with limited technology capability (e.g. YouTube clips) ◦ Simple/fast volunteer matching site to match skills/interests with volunteer opportunities |

4.2 My life in pictures

The objective of this activity was to identify daily situations where citizens can see technology having a positive impact on their lives.

Each participant was asked to choose an event or two that describes a common experience in their daily life (e.g. daily commute, school drop-off, visit family/friends in aged care). They were provided with a comic-strip template and asked to draw the current state (illustrating their likes/dislikes, challenges and frustrations), and an alternative future state that is easier, more efficient, cheaper and more convenient, through the use of technology.

Health, transport, and ease of access to simplified information were prominent themes across a majority of responses. The following ideas were most popular (detailed list of outputs is in Appendix A.2):

| | |
|---|--|
| <p>Simplifying access to information</p> | <ul style="list-style-type: none"> • Improved and standardised government websites to look like apps with simple, one-touch points instead of clunky layouts and complex site maps - centred around the information needs of the user with simple, logical links • Publicising of the information available so that people know what is out there and where to look, especially for seniors • Find different means of pushing information to elderly people who are not tech-savvy |
| <p>Integrated health services, including the use of big data and real-time data to provide better interactions with citizens</p> | <ul style="list-style-type: none"> • Real-time data to communicate accurate waiting times at doctor's offices so that people don't waste time in waiting rooms • Online access to Medicare and Centrelink claims to avoid lines and waiting times • Improved patient transport booking system, with instant confirmation • e-Health system with personalised portal allowing citizens to find, rate and review doctors, make appointments, order medication automatically based on prescription (that is put on the system by the doctor's office), set reminders for follow ups, receive reports online and/or via skype, online referrals to specialists, online consultations and patient transport booking • Information shared between doctors and hospitals to reduce time lost in information transfer • Personalised eTags for people with medical situations that require assistance should something occur in public - easy access to health info, health history and allergies - wearing a tag shows consent for third party to access information in case of emergency |
| <p>Public transport improvements</p> | <ul style="list-style-type: none"> • Real-time traffic data to show realistic wait times at all bus stops and train stations, including monitors inside buses and trains showing time to next destination • Better timetabling apps with better geospatial recognition abilities • Use of community social media pages to understand public transport improvement needs |
| <p>Road safety, travel and monitoring</p> | <ul style="list-style-type: none"> • Real-time traffic data in various forms to help plan routes and travel time better • Digital speed monitoring with increased CCTVs and speed monitors inbuilt into vehicles • Digital live traffic control - modifying speed limits in areas/times of high traffic to promote smooth flow • Apps to report road and public space damage issues |
| <p>Digitisation of services/apps for daily tasks</p> | <ul style="list-style-type: none"> • <i>Supermarket shopping - aisle plans and improvement of 'click and collect'/'order to deliver' initiatives¹</i> • Weather warnings |

4.3 At the movies

The objective of this activity was to test the applicability of new ideas for digital government technologies within the NSW context.

Participants watched five different clips, each focusing on a 'possible future' of digital government. Their level of interest in each was captured via a star rating system, allowing them to discuss the negatives (one star) and positive (five stars) aspects of each initiative. Participants were also asked to suggest ideas building on what they had just seen; for example, applying the same technology to a different context.

Their reflections were captured and are included below. Detailed comments can be found in Appendix A.3.

¹ Not applicable to digital government, but recorded for completeness

5 Overall feedback: NSW Government must integrate, simplify, educate, engage and innovate

Five key messages were found to be common across all discussions during the Fusion Room exercise: to integrate, simplify, educate, engage and innovate. Table 2 provides a snapshot of key ideas and their popularity, as below:

- **Very high:** 9 or more people voiced this idea
- **High:** 6 – 8 people voiced this idea
- **Medium:** 3 – 4 people voiced this idea
- **Low:** 1 or 2 people voiced this idea.

Table 2: Key messages from final discussion

| Key messages | Popularity | Theme |
|--|------------|-----------|
| Educate senior citizens on how to use digital government | Very high | Educate |
| Promote and invest in the development of apps for public and community use in daily life e.g. Street Bump, Sports Today | Very high | Innovate |
| Promote and invest in integrated health services, especially eHealth | Very high | Integrate |
| Educate and provide training (using a variety of channels) to the general community on how to use and access digital government services | Very high | Educate |
| Provide a one-stop shop app for all government services | High | Simplify |
| Make government websites easy to access and navigate, with useful information | High | Simplify |
| Act as a platform to connect physical communities beyond technology | Medium | Innovate |
| Share information across government agencies | Medium | Integrate |
| Allow public input into policy decisions and ideas for new government services | Medium | Engage |
| Provide free Wi-Fi in public areas and hospitals | Medium | Innovate |
| Address how privacy concerns will be dealt with in a digital world | Medium | Educate |
| Find creative ways of using social media to enhance daily events e.g. transport timetables, job searching | Low | Innovate |
| Be transparent in how policy is being developed, used, implemented and funded | Low | Engage |
| Use social media (Facebook) to monitor and connect providers, patients and services | Low | Innovate |
| Use real-time data to improve traffic management and congestion | Low | Innovate |
| Mandate digital speed monitoring by installing transponders in vehicles | Low | Innovate |
| Communicate emergency announcements better e.g. disaster, terrorism | Low | Innovate |
| Learn to apply technology properly and not waste resources in the name of automation e.g. train traffic controls, street lights | Low | Innovate |