



CULTIVATING INNOVATION IN HUMAN SERVICES

VIDEO TRANSCRIPT

We asked social services experts how can innovation enable better policy and service delivery?

Louise May:

Finding ways to use information to help identify people that are most vulnerable and most at risk while still protecting their privacy is going to be one of the breakthroughs in social services.

Kevin Noonan:

With social networking through artificial intelligence we can now start to understand the issues and consequences for people as individuals.

Brian Lee-Archer

We can start to use that to get insight and to identify what are some of the early indicators of people sort of experiencing or about to go into some sort of vulnerable situation or disadvantage.

Professor Israr Qureshi:

So ICT provides that kind of possibilities, not only where governments can push their services but at the same time governments can ask people what they need, what is important for them.

Brian Lee-Archer:

The opportunity for the technology industry is to really take advantage of this data, make it useable.

Louise May:

And thinking about how we can use the insights that we can glean from data but use it in a really responsible way.

Kevin Noonan:

So we can now start to look at root cause analysis, we can also start to look at ways of how the community improves more generally over the lifetime of individuals.

Brian Lee-Archer:

And that's really where the magic is, is in helping policy makers get value out of this data.

Dr Gianluca Misuraca:

The private sector is helping out a lot the public sector to make sure that, you know, their policies are actually implemented at the local level and it is only by understanding the complexity of these ecosystems and addressing the specific problems while at the same time taking advantage of different competencies and different roles that we can perhaps solve, the weak problems of today and tomorrow's society.

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