

Transcript | Why Transformative Innovation Happens at the Edge

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00:00:11.320 --> 00:00:21.530

Jessica van Onselen: Hello, everyone! Welcome! You are absolutely in the right place. Welcome, welcome. We're just giving everyone a second to join, but you are absolutely in the right place.

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00:00:22.250 --> 00:00:25.089

Jessica van Onselen: Hello, and welcome to today's event.

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00:00:25.260 --> 00:00:29.279

Jessica van Onselen: We're just going to give everyone a second to join, and I will kick off in a moment.

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00:00:29.630 --> 00:00:33.310

Jessica van Onselen: Lovely to see you all here today. Welcome, welcome.

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00:00:33.510 --> 00:00:39.599

Jessica van Onselen: We started exactly on the hour, so I'm gonna give everyone just a few seconds to join. Find the link.

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00:00:39.810 --> 00:00:43.799

Jessica van Onselen: You're in exactly the right place. We can't wait for today's conversation.

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00:00:45.130 --> 00:01:02.689

Jessica van Onselen: Alright, let me get started. Hello, and welcome to today's Masterclass for this Edge of Government event on why transformative innovation happens at the edge. Let me introduce myself. My name is Jessica Vanoncelin, and I'm the Director of Marketing and Communications here at Apolitical.

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Jessica van Onselen: It would be great to hear from all of you, so those of you who are joining, please do post in the chat where you're joining us from, maybe what organization you're working for. It always gives us a nice sense of community of who else is in the room.

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00:01:15.190 --> 00:01:37.350

Jessica van Onselen: Just a quick technical note about that. Your messages, if you message in the chat, they may come through to our backstage team, due to your Zoom's default settings, so just be sure to select that you're messaging everyone from the blue drop-down menu in the Zoom chat, if you'd like the message to go to all of us today, because we love to hear where you're coming from. We'll post those instructions in the chat as well.

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00:01:37.780 --> 00:01:50.220

Jessica van Onselen: Today, we're going to be exploring how some public sector initiatives move beyond promising pilots to create lasting systemic change, and why some lose momentum before their value is fully recognized.

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Jessica van Onselen: You're going to hear from innovators in the Philippines and Australia about why working at the edge of government can enable bolder experimentation, how to spot whether an idea is ready to scale, maybe it needs to pivot, and how insights from the front lines can help drive change at the center.

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00:02:08.120 --> 00:02:21.940

Jessica van Onselen: Announced at the Edge of Government exhibit at the World Government Summit in Dubai in February, the EDGE 50 list spotlights some of the most innovative and daring case studies in governments from around the world. I cannot recommend this list enough.

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00:02:21.940 --> 00:02:30.360

Jessica van Onselen: I have seen it, I have been through it, is one of the most inspiring and exciting compilations of great work being done all over the world.

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Jessica van Onselen: Today's event, brought to you by Apolitical and the UAE's Mohammed bin Rashid Center for Government Innovation, takes us inside some of those stories, exploring what they can teach us about bold experimentation at the edge of government, and how ideas from the margins can help drive change at the center.

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Jessica van Onselen: The good news is, you can explore the Edge 50 list online, where you'll find the full range of innovations and case studies featured this year, including the examples we will actually be discussing today. It's a chance to discover how governments around the world are experimenting at the Edge to drive change at the center.

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00:03:07.380 --> 00:03:16.979

Jessica van Onselen: You can find the link in the resources tab at the bottom of your screen. If you scroll down there, you'll see resources, and my colleague is also going to share the link to the list right now in the chat.

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Jessica van Onselen: For those of you who may be joining us for the first time, a warm welcome. APolitical is the world's largest net online network of public servants.

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Jessica van Onselen: with a mission to make government smarter for people and the planet. It is used by half a million public servants and policymakers across 170 countries. I sometimes can't believe that figure, 170 countries. I think there are only, like, 190 countries in the world.

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00:03:40.990 --> 00:03:48.870

Jessica van Onselen: Providing governments with the tools, skills, and networks they need to become more effective and tech-enabled organizations.

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Jessica van Onselen: APolitical is a strategic partner to governments, and we are so pleased to collaborate with the Mohammed bin Rashid Center for Government Innovation for this event. The MBR CGI is dedicated to embedding innovation at the heart of the UAE government.

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00:04:03.740 --> 00:04:12.879

Jessica van Onselen: Aligned with the vision of His Highness Sheikh Mohammed bin Rashid al-Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

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00:04:12.880 --> 00:04:25.459

Jessica van Onselen: The center aims to develop the necessary capabilities for innovation, inspire possibilities, and celebrate wins and lessons, ultimately establishing the UA government as one of the most innovative in the world.

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00:04:25.670 --> 00:04:35.439

Jessica van Onselen: I'm gonna take a moment and just see who's joined us. If you've popped your names in the chat, it's always lovely to hear from you. Let's see. We have some... someone joining from,

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00:04:35.440 --> 00:04:58.489

Jessica van Onselen: representing the World Bank. Oh, welcome, a Senior Procurement Consultant. Welcome, fantastic. That person also overseeing the Director of the Insight, Innovation, and Impact at Posterity Global. Oh my gosh, welcome to you. You will have so much to contribute to the conversation. Just so fantastic to have you online. We have someone joining from PAL in the Western Cape South Africa. Those of you who recognize my accent.

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00:04:58.490 --> 00:05:01.739

Jessica van Onselen: will know that that's not far from where I originally come from.

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00:05:01.850 --> 00:05:26.740

Jessica van Onselen: Someone joining us from the UAE Prime Minister's office, so fantastic, welcome, so great to have you. We have someone from Wales, DWP, big welcome to you. If you've just joined us, please introduce yourself, it's so fantastic. We have someone else from the UAE Prime Minister's office in Dubai, welcome. The Danish Tax Administration, working with modernization of personal tax income. Now, the government nerd in me finds that a

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00:05:26.740 --> 00:05:42.629

Jessica van Onselen: sincerely exciting topic, so I really hope we hear some insights from you. We have someone else joining from the Prime Minister's office. Welcome, fantastic. Someone from Hemsworth in the UK. Fantastic. Keep it coming. It's so exciting for us and our speakers to have a sense of who's in the room.

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00:05:42.730 --> 00:06:01.190

Jessica van Onselen: I'm gonna get a few technical notes out of the way, and then we are gonna dive into today's conversation. This event is recorded for on-demand viewing on the apolitical website. As you know, we definitely have colleagues who join us from time zones all around the world, and many of them rewatch this on replay, so please don't record it yourself.

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00:06:01.190 --> 00:06:11.120

Jessica van Onselen: Contact details for privacy concerns are in the apolitical homepage footer, and closed captions are available. They can be toggled on or off in your screen settings.

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Jessica van Onselen: Before I introduce our two fantastic speakers, and I'm so excited to do so, we're going to run a few quick polls, and that's just to get a sense of where you're coming from in today's conversation. You'll see them pop up. The first poll is...

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Jessica van Onselen: What most often prevents good ideas from progressing in your organization? What most often prevents good ideas from progressing in your organization? Could it be risk aversion or fear of failure? We know that's so common in government. Maybe it's a lack of senior buy-in. What about funding or resource constraints?

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Jessica van Onselen: Perhaps it's procurement or legal processes that can be cumbersome in government. Maybe it's, you know, the lawyers and the procurement side. What about competing political or operational priorities? Or maybe it's something else, if so, pop it in the chat, but what most often prevents good ideas from progressing in your organization? What have you seen in your experience there?

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00:07:06.740 --> 00:07:09.880

Jessica van Onselen: We're gonna give everyone a second to vote.

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00:07:10.830 --> 00:07:30.740

Jessica van Onselen: Few more votes rolling in, and then we will share the answer. I can see the results as they flow in, and it looks like we have... oh, it's quite close up the top there. I'll give it another second, and then ask my colleagues to share back the poll. What most often prevents good ideas from progressing in your organization? Okay, I think we're ready to share the poll back.

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Jessica van Onselen: hopefully you can all see the results now. We actually do have a clear winner. It's risk aversion or fear of failure. And then quite a clear second there, lack of senior buy-in. That's really interesting. So, Miles and Renee, our two speakers, let's definitely bear in

mind that sort of feedback. Risk aversion or fear of failure so often defines, you know, why innovation can be difficult in government.

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Jessica van Onselen: Fantastic. Moving on to the second poll.

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Jessica van Onselen: This question asks, at what point do you typically decide whether an idea is worth backing? At what point do you typically decide whether an idea is worth backing in government? You can only choose one answer.

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00:08:08.510 --> 00:08:20.960

Jessica van Onselen: So, is it as soon as the idea is proposed, that sounds like a great idea, let's do it. Maybe you have a very innovative team. Maybe it's after an initial concept paper or a design phase, you need a little bit more information.

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00:08:20.960 --> 00:08:29.680

Jessica van Onselen: Maybe you really only decide once there's evidence from a pilot. You want to put this thing out in the real world, you want to see if it works. Then, once you've got the evidence, you proceed.

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Jessica van Onselen: What about only when leadership shows interest? You've learned from experience, it doesn't matter what you do. If the leadership doesn't support it, it's not going to happen. And maybe just the honest truth is that you, individually, rarely get to decide. At what point do you typically decide whether an idea is worth backing in government?

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Jessica van Onselen: I'll give everyone one more minute to answer, and then we'll share back the results. At what point do you typically decide whether an idea is worth backing? I'm sure we've all had that experience in government. Someone brings a really great idea, and at what point do you think we're gonna run with this or not?

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Jessica van Onselen: Okay, I think let's share back the results. We've got almost all the votes in there, so...

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Jessica van Onselen: 41% of you voted that it's after an initial concept or design phase. So that came in as the winner, you want to see a little bit of evidence there, a bit more of the thinking fleshed out.

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Jessica van Onselen: And coming in at second with 29% of you, you just said, look, I rarely get to decide. I am not the decision maker. And the third placed at with 18% once there's evidence from a pilot. So.

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Jessica van Onselen: After an initial concept or design phase, the clear winner in that. Thank you so much for participating in those. They really help us get a sense of where you're joining the conversation from.

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Jessica van Onselen: It is now my great pleasure to welcome the wonderful Abir Tatlak, the director of the Mohammed bin Rashid Center for Government Innovation and a great friend of apolitical. Abir supports the vision and agenda set in the center to promote innovation through the UAE government and beyond.

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Jessica van Onselen: Abir, thank you for joining us today. Over to you for opening remarks.

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Abeer Tahlak: Thank you, Jessica, and good afternoon, everyone. Hello from Dubai, and welcome to the first session of the Edge of Government Masterclass series. We at the Mohamed Barashit Center for Government Innovation

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Abeer Tahlak: Nearly a decade ago, to be honest, we first introduced this concept of the edge of government, where we made a deliberate choice here in the UAE to

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Abeer Tahlak: to look beyond the familiar, beyond the proven models, and to search for the most unconventional and often unseen innovations shaping the future of government, as Jessica said in the intro. So, that choice to us was not just

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Abeer Tahlak: you know, an idea of how do we get and discover new ideas. It was about fundamentally shifting how we think here, from improving what already exists, to explore what has not yet been imagined.

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Abeer Tahlak: Because of traditional benchmarking, the things we're all used to here on the call and in this session is government has always focused on what works, the proven practices, the strong evidence, the established models, and

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Abeer Tahlak: while that remains very valuable, transformation demands even more, even more from that. If we aim to build the future and not just replicate what has worked in the past, we must go beyond those existing paradigms. We believe that

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Abeer Tahlak: one should be willing to create new ones. So this is where the edge comes from, and this is where it actually comes in. So the edge is not just a concept, it's a different way of working and seeing. It's about identifying innovations that operate below the radar. Early-stage ideas that may not have full

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Abeer Tahlak: evidence, approaches that may seem a bit unconventional and even too bold, but hold the potential to redefine those systems. So, these innovators are not working at the center, and we are working,

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Abeer Tahlak: where systems are under a lot of pressure. So, there are citizen needs that are unmet. Entirely new approaches become necessary at times like that. So, through our partnership with Apolitical, we wanted to give

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Abeer Tahlak: To go even further, not just to showcase those efforts, but to be... to begin to codify what it means to work at the edge.

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Abeer Tahlak: we are seeing, as a distinct type of innovation, one that transforms the logic of public service, not just improving them incrementally. So, transformation is a key word, and over the years.

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Abeer Tahlak: One thing that has become very clear is

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Abeer Tahlak: the edges are where the new possibilities are even born. So, in today's session, is a part of an ongoing journey, a space to hear directly from those who are operating at the edges, and to learn from their real experiences. So, there are many powerful examples and stories emerging globally, and as Jessica has referred, we did publish an Edge 50 list.

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Abeer Tahlak: So, we will continue to surface and share more of them throughout the series and beyond. So.

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Abeer Tahlak: Because it is through these stories that we begin to identify those patterns and better understand

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Abeer Tahlak: how and what transformation, and how transformation actually happens in real life. So, I'm delighted to welcome our speakers today, and we're grateful to Jessica for moderating this discussion. And finally, to those in the room who are themselves pushing boundaries, thank you.

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Abeer Tahlak: Thank you for your courage, for choosing to challenge the status quo, and for doing the kind of work that makes the future visible before it becomes mainstream. So.

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Abeer Tahlak: At the Mohammed Brash at Center for Government Innovation, we see a role as creating the space.

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Abeer Tahlak: and helping ensure that those operating at the edges are not working alone. So we invite you all to engage, to learn, and to continue this journey with us, and please enjoy this session. Thank you.

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00:13:59.310 --> 00:14:09.080

Jessica van Onselen: Abir, thank you so much for that warm welcome, and yeah, just that exciting call to be thinking about what could be next. What does the future look like today? Fantastic.

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00:14:09.260 --> 00:14:18.220

Jessica van Onselen: I'm now going to introduce our two speakers. We are fortunate to have two really brilliant speakers joining us today, Renee and Miles. I'm going to introduce each of them.

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Jessica van Onselen: Renee is the founder and CEO of Resilient Ready, a certified social enterprise focused on reducing the social and economic impacts of disruption and disasters.

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Jessica van Onselen: An adjunct research fellow at Finders University, Renee works at the intersection of policy and practice and measurement to help governments and industry invest more effectively in resilience.

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Jessica van Onselen: And if ever there was a time for resilience globally, it's now. Renee created Australia's national social capital and social infrastructure measurement framework, and has developed a global-first online mapping tool to measure connections, trust, and cooperation between people, as well as places that foster connections at the SA1 or Neighbourhood level. Welcome, Renee.

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Jessica van Onselen: We also have Miles Delphine joining us. Miles is the founder of Bike Scouts, the first true Filipino-led social platform for social teamwork, or Bayanian, a Filipino word that means

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00:15:14.970 --> 00:15:26.660

Jessica van Onselen: People helping each other solve local challenges in their own community. That helps people become agents of true community-based resilience using bicycles, people power, and community-made technology.

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Jessica van Onselen: Miles previously worked as a creative director in the design and advertising industry, handling both local and multinational brands and businesses, in addition to being a contributing writer and photographer for various print and online publications. So really getting a sense of Miles' full creative depth and breadth that he's going to bring to that conversation there.

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Jessica van Onselen: Before we launch into today's case studies, I thought we could start with a quick icebreaker question. This is an apolitical tradition, just to get us warmed up. So I'm gonna pose it to Renee and Miles, but maybe you in the chat want to think about it too. My question is, what's the best advice you ever got to support innovation in government? Renee, I'll start with you. Renee, what's the best advice you ever got?

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Jessica van Onselen: To support innovation in government.

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Renaë Harvin: So, I might be cheeky and say two. One is to align it with policies. It's got to align with a policy that the government of the day is focusing on.

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Renaë Harvin: But I would be remiss to say, people. You need to find and connect with as many people relevant to what your idea is as possible, because people decide what the ideas are going to get through.

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00:16:35.160 --> 00:16:55.830

Jessica van Onselen: Oh, I think that is such an astute response, because you can have a brilliant idea in a box locked away, but if you aren't connecting to the other people... and that's really what apolitical is built on as well, the idea of discovering peers, people in this very event, where we're all together, who else is working on these problems? Fantastic. Miles, what's the best advice you ever got to support innovation in government?

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Myles Delfin: This advice is actually coming from members of our community who are in government now. Love it. And it's actually very, very good advice, and it works... it has been working for us. It's very, very simple, because government, people in government also have the best intentions, but they have to work within a framework. And so the advice to me was to make the way that government works the container for great ideas.

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Jessica van Onselen: I love that, and that's sort of coming to things with a constraint mindset. And Miles, someone with your sort of creative background, constraints are really the beginning of all creativity, aren't they? So, I love that, working in the paradigm you're in. If you're joining in the chat, what is the best advice you ever got about driving innovation in government? Our speakers have sort of got the ball rolling, but would love to hear, and also from our colleagues.

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Jessica van Onselen: In the UAE as well. Any ideas there? Fantastic.

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Jessica van Onselen: Okay, let us jump in. Without further ado, I'm going to hand over to Renee, who's going to speak to us for the next 15 minutes or so, and then we'll move on to Miles. Renee, if you're ready, the floor is yours. Take it away.

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Rena Hanvin: Thank you so much, Jessica. So, I thank Apolitical and also the Mohammed bin Rashid Center for Government Innovation.

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Rena Hanvin: Abiya was mentioning before that The Edge is really a transformative approach, and I have to say, I was so grateful and honoured to be recognized, and a top 10 finalist, so went to Dubai a few weeks ago. It really is a global groundbreaking initiative. So, from an ideas generator, thank you for that opportunity, honestly.

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Renaë Hanvin: So I'm really excited to share the work that we've been delivering. We won just under a million dollars from the Australian government and South Australian governments to pilot a new initiative.

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Renaë Hanvin: I'm going to share a couple of quick videos with you in a minute.

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Renaë Hanvin: But really, it was to create a national framework for social capital and social infrastructure, which is a whole new approach when it comes to disaster resilience. It was something I'd been talking about for a number of years, and people were very much like, yes, Renee, that sounds great, you know, yes, yes, yes.

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Renaë Hanvin: Also an online mapping tool. So, I, I've got a podcast called Doing Disasters Differently. I think different, and I do different. So, as I was creating and talking about the online mapping tool, I had so many people say to me, particularly from government, but also not-for-profits, it's never going to work, you can't do that.

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Renaë Hanvin: So, that is a challenge in itself, when you've got people not necessarily believing your idea in the start, is really hard to kind of keep going as well.

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Renaë Hanvin: The core focus for this project was co-design. It was really important that I collaborated with Professor Daniel Aldrich, who's a global expert in disaster resilience, but that I included every state and territory across Australia in the development of it. So it wasn't created for one state, it was co-designed with government and communities to get the outcome that would be really relevant for both.

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Renaë Hanvin: And very much led by a need. So it was a need in Australia that had not been identified, so we could all collaborate together and identify and look to solve that need. So there's two, parts to it. The first part is social capital, and if I could ask Victoria to please share the video.

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Audio shared by Apolitical: What really makes Australians resilient isn't just our roads, bridges, or warning systems. It's our social capital.

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00:20:30.190 --> 00:20:35.840

Audio shared by Apolitical: Social capital refers to the connections, trust, and cooperation between people.

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00:20:36.120 --> 00:20:44.809

Audio shared by Apolitical: It's who we know, who we trust, how we show up for each other, how we share information, and how we act together in times of need.

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00:20:45.230 --> 00:20:51.029

Audio shared by Apolitical: And now, for the first time, Australia has a unified way to talk about and measure it.

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00:20:51.430 --> 00:20:58.430

Audio shared by Apolitical: To measure social capital within a community, we look at social ties, the different types of connections people have.

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00:20:59.140 --> 00:21:13.549

Audio shared by Apolitical: Bonding ties are connections with people similar to you. Family, close friends, neighbours you can count on in times of need. Bridging ties connect us with people different from us, across cultures, beliefs, or locations.

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00:21:13.970 --> 00:21:24.180

Audio shared by Apolitical: And linking ties connect us with people in positions of influence or authority, such as leaders and organisations that unlock resources and make decisions.

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00:21:24.210 --> 00:21:44.210

Audio shared by Apolitical: With our new national tool, we can now measure these ties to show us which neighbourhoods are connected and more resilient, and which are more at risk because their social capital is low. So we can target support and investment where it's needed most. Because when disasters strike, it's the strength of our connections that make us resilient.

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Renae Hanvin: Thank you. So I think the biggest takeaway from this for me is that so much focus in disasters goes on physical infrastructure, so the bridge, or the warning system, or the flood levy. But at the end of the day, when you think about it, irrespective of what type of disaster or disruption is impacting us, it's the people, it's who we know, who we trust, who we cooperate with.

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Renae Hanvin: So if I could share all of you now, if you want to connect in with me, in theory, are bridging ties. So, bridging ties are connections with people different to you, but they're really important when it comes to disaster recovery and response.

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Renae Hanvin: And the other tie I want to pull out for this particular webinar is linking ties. Linking ties are connections with people in communities and those in roles of authority and power, aka governments.

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Renae Hanvin: Typically, the ties between people and communities and governments are low. So there's a really big opportunity, if you can see where those ties are low, that you can build those connections and that trust and that cooperation, which obviously makes it stronger between communities and government as well.

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00:22:55.400 --> 00:23:10.669

Renae Hanvin: Now, the other side of the national framework is social infrastructure, which refers to the places and spaces that foster or create opportunities for people to build those social capital connections. Victoria, if you don't mind just showing the quick second video. Thank you.

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00:23:16.020 --> 00:23:26.030

Audio shared by Apolitical: Social infrastructure refers to the shared places and spaces that create opportunities for people to connect, build trust, and work together every day.

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00:23:26.190 --> 00:23:37.250

Audio shared by Apolitical: They're vital for building bridging ties, connections across cultures, generations, languages, beliefs, professions, locations, and life experiences.

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00:23:37.380 --> 00:23:40.950

Audio shared by Apolitical: And become especially important when disasters strike.

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00:23:41.550 --> 00:23:51.060

Audio shared by Apolitical: We group social infrastructure into four categories. Shared community places, like schools, libraries, sports clubs, and community centres.

110

00:23:51.350 --> 00:24:06.610

Audio shared by Apolitical: Outdoor open spaces like public parks and playgrounds, dog parks, and community gardens. Commercial premises known as social businesses, which includes cafes, pubs, gyms, hairdressers, and caravan parks.

111

00:24:06.880 --> 00:24:15.069

Audio shared by Apolitical: And places of culture and faith, like Aboriginal and Torres Strait Islander cultural sites, churches, mosques, and synagogues.

112

00:24:15.260 --> 00:24:23.100

Audio shared by Apolitical: To measure social infrastructure within a community, we map the location and density of these places at the neighbourhood level.

113

00:24:23.340 --> 00:24:29.869

Audio shared by Apolitical: This creates a density score, showing how many, or how few, opportunities there are to connect.

114

00:24:30.390 --> 00:24:48.419

Audio shared by Apolitical: With our new national tool, we can see which neighbourhoods need greater investment in local places and spaces, so we can target support and investment where it's needed most. Because when disasters strike, it's the social infrastructure around us that helps communities stay connected and resilient.

115

00:24:54.370 --> 00:25:01.789

Renae Hanvin: Thank you, and I'll just share my screen, can everyone see my screen?

116

00:25:02.910 --> 00:25:27.700

Renae Hanvin: Yes, yes, wonderful, thank you. So, again, so the innovation that we had was really something that was very different in the disaster space. So, as I mentioned, a lot of the

focus is on that physical infrastructure. So we have the invisible infrastructure of the people networks, but also the physical infrastructure, but of those community places that so often get forgotten when it comes to government and disaster planning.

117

00:25:27.700 --> 00:25:28.360

Renae Hanvin: planning.

118

00:25:28.670 --> 00:25:48.309

Renae Hanvin: So, I just wanted to take you through my experience in terms of, the topic that we're talking about today. So, why being away from the center allows for bolder experimentation. Now, I have never worked in government. I don't know that they'd necessarily want me, but I certainly have worked very, very close in collaboration with government.

119

00:25:48.480 --> 00:26:07.609

Renae Hanvin: So, we know that the center of government has a really important job, managing risk, and it was very interesting that the poll came back about risk aversion, also about maintaining stability and making sure systems work at scale. But those same responsibilities can make it really hard to try new things.

120

00:26:07.610 --> 00:26:17.150

Renae Hanvin: Innovation often happens away from the center, in communities, regions, and frontline services. That's where people see problems first.

121

00:26:17.150 --> 00:26:23.680

Renae Hanvin: and feel the consequences most directly. They also have more freedom to try practical solutions.

122

00:26:24.160 --> 00:26:37.630

Renae Hanvin: At the edge, people tend to be less focused on process, and more focused on what actually works. We can move faster, work across boundaries, and test ideas in the real world.

123

00:26:37.990 --> 00:26:45.269

Renae Hanvin: Many of the best policy ideas start this way. Small, local, and practical.

124

00:26:45.810 --> 00:27:03.610

Renae Hanvin: The opportunity for political leaders to spot what's working early and create pathways to bring these ideas into the broader system is a key challenge. This photo here is me sitting in the middle of all... everyone else in this photo is a South Australian government person.

125

00:27:03.610 --> 00:27:08.370

Renae Hanvin: Because when I was originally doing the early pilot testing.

126

00:27:08.370 --> 00:27:26.080

Renae Hanvin: I wanted to invite as many government people from as many departments, not just disasters, as I could. Because the more people that understood, or learned about, or knew what I was talking about, the more chance that I have that there would be someone, or a few, who would find the relevance.

127

00:27:27.230 --> 00:27:34.360

Renae Hanvin: So how do you tell if your initiative has the potential to scale, or if it needs to pivot? And don't we love that pivot word?

128

00:27:34.710 --> 00:27:46.739

Renae Hanvin: So not every idea is a good one, and not everyone should scale up. I would suggest that perhaps an inflatable dartboard may not have the long and prosperous future that it might want to.

129

00:27:46.970 --> 00:27:52.109

Renae Hanvin: The key question is simple. Will it work somewhere else, or only here?

130

00:27:52.210 --> 00:28:03.829

Renae Hanvin: If an initiative depends on one passionate leader, or one very unique idea relevant to a local condition, it really might start a struggle to scale.

131

00:28:04.270 --> 00:28:27.139

Renae Hanvin: When developing the national framework, this is the National Social Capital and Social Infrastructure Measurement Framework, I had two options. It was delivered through South Australia, which is one state. I could either limit the whole approach to three pilot communities chosen by the South Australian Government, or I could make it relevant to every community across Australia.

132

00:28:27.140 --> 00:28:31.879

Renae Hanvin: And also, have the mindset that would be relevant to global communities as well.

133

00:28:32.190 --> 00:28:45.009

Renae Hanvin: So while our work measures at the SA1 or block level, it was not limited to one block, or one postcode, or one region, or one state. It was relevant to all Australian communities.

134

00:28:45.220 --> 00:28:56.310

Renae Hanvin: And I found that if it solves a problem that many places face, then the approach is simple enough, and the approach is simple enough for others to adopt, then it really has potential.

135

00:28:57.570 --> 00:29:07.279

Renae Hanvin: A good test is whether another department, or a region, or another community, or another country could realistically implement the same idea.

136

00:29:07.280 --> 00:29:19.330

Renae Hanvin: And as we were evolving the notion of our national framework, in the back of our mind, we kept thinking and were testing. This is relevant to so many countries overseas, as well.

137

00:29:19.990 --> 00:29:34.660

Renae Hanvin: Well, our project began with disasters, so our funding came from the National Emergency Management Agency, so it had a disaster focus. It was very quick that we recognised that it was not limited to disasters.

138

00:29:34.660 --> 00:29:50.950

Renae Hanvin: Now, social capital and social infrastructure is pretty much relevant to every stakeholder group, so everything from, you know, First Nations, culturally, linguistically diverse, businesses, local governments, not-for-profits. Social capital connects and is relevant to everyone.

139

00:29:51.070 --> 00:30:07.249

Renae Hanvin: But it also has multi-purposes. So as we created the framework, and the picture I shared right at the start of me with all the different, government people, it's relevant to social cohesion, to crime prevention, to employment opportunities, to climate adaptation.

140

00:30:07.250 --> 00:30:20.160

Renae Hanvin: So a really big part of what I led was how big could this go? How relevant could it be? So the conversations that we would have would be led by disasters, but not limited to disasters.

141

00:30:20.160 --> 00:30:29.899

Renae Hanvin: And also, how could we apply it? So the pink, hexagons, I think they are, or something, on the left, it's relevant for measurement.

142

00:30:29.900 --> 00:30:34.940

Renae Hanvin: And if they measure it, then they can use it for investment. It's relevant for planning.

143

00:30:34.940 --> 00:30:42.390

Renae Hanvin: For infrastructure planning, for health planning, for disaster planning, and also for communication.

144

00:30:42.390 --> 00:31:02.030

Renae Hanvin: So we know that this work can be very relevant to how we communicate about disasters, or how we communicate about preparedness. So, you can see here from all the different coloured boxes and all the different touchpoints that what we were creating was broader and bigger than just one little idea to be in one little community.

145

00:31:03.110 --> 00:31:10.249

Renae Hanvin: So what are some practical ways to bring edge insights back into the center of government and drive systemic change?

146

00:31:10.500 --> 00:31:19.179

Renae Hanvin: So, great ideas often emerge locally, which is what I mentioned before, but they don't always travel well into government decision-making, from what I've found.

147

00:31:19.200 --> 00:31:31.539

Renae Hanvin: There are typically three ways to help that happen, from my experience. The first one is to turn local success into clear evidence, and the poll that was there before, I actually got wrong.

148

00:31:31.540 --> 00:31:45.769

Renae Hanvin: I thought that the highest one would be pilots, because every time I've presented an idea into government, I get, like I said before, that's really great, Renee, that's a great idea, like, well done, come back in a little bit.

149

00:31:45.770 --> 00:31:55.169

Renae Hanvin: So what we did for the social capital and social infrastructure project, we got a little bit of funding, and this document on the right is actually a pilot project.

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00:31:55.170 --> 00:32:07.170

Renae Hanvin: So we did a forum with Professor Daniel Aldrich to ask people from the emergency management and greater government sector in South Australia, what do you think about this? What do you know about this?

151

00:32:07.170 --> 00:32:19.800

Renae Hanvin: And would you want it? And it was very clear that it came back that it was relevant to multiple government departments, and the vast majority had never heard of it before, so now they had, so we're already one little step forward.

152

00:32:20.290 --> 00:32:31.540

Renae Hanvin: The second, and I mentioned before, build support across the system. Don't rely on one person in government who's going to be your maybe, maybe not decision maker.

153

00:32:31.540 --> 00:32:40.400

Renae Hanvin: So often, when you get your idea through, it's about the right idea at the right time, in front of the right person.

154

00:32:40.400 --> 00:32:57.019

Renae Hanvin: So, you know, I sometimes call myself a mosquito. I'm like that little buzzing, hopefully not too annoying, but buzzing person that's around, and I just pop back in, and pop back in, and did you know, and this is what we're doing, and is that relevant to what you're doing? Oh, look, I've just discovered that is relevant to what you're doing now.

155

00:32:57.020 --> 00:33:05.690

Renaë Hanvin: So building your support system, your support across the system, which is your relationships with people, so bridging ties, particularly.

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00:33:05.910 --> 00:33:23.099

Renaë Hanvin: And then linking the idea to an existing government policy. From my experience, governments work to deliver to policies, the policies of the day, or policies that are in development. So when we created this national framework, before we even went on our national discussion tour.

157

00:33:23.100 --> 00:33:42.530

Renaë Hanvin: We reviewed about 250 government policies and frameworks, and some of them are here. Everything from disasters to communities to health and human services, we went right across the remit of policies and looked at every single policy that what we were creating would be relevant to.

158

00:33:43.470 --> 00:33:53.260

Renaë Hanvin: So, in the short, I guess innovation at the edge matters most when there is a clear pathway for it to influence decisions at the center.

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00:33:53.610 --> 00:33:55.160

Renaë Hanvin: And as a summary.

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00:33:55.220 --> 00:34:06.979

Renaë Hanvin: Some of the ideas emerging at the edges right now have the potential to fundamentally change how societies organise things like resilience, economic development, and community wellbeing.

161

00:34:06.980 --> 00:34:18.470

Renaë Hanvin: They will reshape how we measure, what really matters for communities to thrive today, and not just measure what we are complacent in measuring, a bit like what Abhir was mentioning before.

162

00:34:18.469 --> 00:34:25.679

Renaë Hanvin: Think different, be bold, and they will reshape how governments invest in systems that hold societies together.

163

00:34:25.840 --> 00:34:42.650

Renaë Hanvin: History shows that the most transformative ideas rarely start in the center. They start somewhere unexpected long before the system realizes how important they are. But they certainly do need strong bridging ties to make things happen with government.

164

00:34:42.929 --> 00:35:00.999

Renaë Hanvin: As someone who's leading a whole-of-government approach emerging idea, I look forward to connecting with you all and collaborating with you, hopefully, together to build a more resilient and connected, society. And I can't end without saying thank you so much to all my new bridging ties. Thank you.

165

00:35:01.600 --> 00:35:26.290

Jessica van Onselen: Thanks, Renee. What a fantastic presentation. So much food for thought in there. And I see we already have a really interesting question in the Q&A there. So, Miles, I'll hand over to you in a second. I just want to take a moment to encourage everyone to get their questions submitted in time for Q&A. You've got two highly experienced policy experts right here at your availability, for the next short while.

166

00:35:26.290 --> 00:35:31.999

Jessica van Onselen: So please don't hold back, there is no such thing as a bad question. Now, Miles, over to you.

167

00:35:33.210 --> 00:35:50.669

Myles Delfin: Hello, everyone. First of all, thank you very much to Apolitical for giving us the opportunity to share our story, and of course, to the Mohammed bin Rashid Center for Government Innovation for, of course, for this opportunity to be here, and thank you to everyone for being here to listen to our story.

168

00:35:50.670 --> 00:36:05.500

Myles Delfin: So, I'm Miles, I'm the founder of Bike Scouts, I'm based here in the Philippines, and Bike Scouts is a... people often find Bike Scouts a curious name for a resilience Project, and there's a story behind that, because in the Philippines, the Philippines, for context.

169

00:36:05.500 --> 00:36:22.530

Myles Delfin: is a country that has been identified as being the most disaster-vulnerable country in the world for, I think, 16 consecutive years. And on the ground, we've seen that, we've felt that, we've lived through that.

170

00:36:22.880 --> 00:36:31.370

Myles Delfin: Year after year, year in, year out. Two years ago, we had seven consecutive typhoons, including, three Category 5s, one every week.

171

00:36:31.370 --> 00:36:44.269

Myles Delfin: And it, of course, caused also landslides, and severe flooding and a lot of other destruction, and we really struggled with that. And Bike Scouts, as a concept, is actually a response to a very immediate need.

172

00:36:44.270 --> 00:36:54.840

Myles Delfin: So Bike Scouts is an idea that responds to the need for true local resilience in communities. Because right now, the situation in the Philippines, is that,

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00:36:55.010 --> 00:37:03.159

Myles Delfin: there are systems in place, but a lot of times, because of the lack of resources, I mean, government is doing its best

174

00:37:03.160 --> 00:37:19.650

Myles Delfin: But we realized that government in the Philippines doesn't have all of the things that it needs, not always. In fact, like, we don't have enough helicopters, we don't have enough trucks, we don't have enough manpower to do even the most basic things for disaster response. And so.

175

00:37:19.670 --> 00:37:43.540

Myles Delfin: Bike Scouts is sort of like a platform. It is a platform for people in their own community to take action immediately. Because the internationally recognized timeline for disaster response is, I think, 72 hours, or something like that. But if you're a parent, and you have a child, or if you have your grandparents around you in a disaster event, you don't have 72 hours. You're thinking about the next hour.

176

00:37:43.670 --> 00:37:57.439

Myles Delfin: your response, your need for to take action is immediate. And that's basically what Bike Scouts is. We are, yes, we are a concept, we are an innovation, we are a platform, but at the same time.

177

00:37:57.440 --> 00:38:07.210

Myles Delfin: We're actually doing this for our own families, for our own friends, for our own community, because it's something that we need in the places where we live.

178

00:38:07.210 --> 00:38:24.010

Myles Delfin: And so, I'll start by showing you a video, because I find that it's better for me to show context behind why we're doing this, because as I mentioned, Bike Scouts is a response to an immediate need, and I want to show you what I mean by that. So, if we can play the video.

179

00:38:35.430 --> 00:38:38.510

Audio shared by Apolitical: It's hard... Me.

180

00:38:41.790 --> 00:38:46.260

Audio shared by Apolitical: The stars... Before you land.

181

00:38:48.680 --> 00:38:50.010

Audio shared by Apolitical: I'll lie.

182

00:38:50.630 --> 00:38:53.269

Audio shared by Apolitical: Carries on.

183

00:38:55.020 --> 00:38:55.940

Audio shared by Apolitical: Let's singing.

184

00:38:56.790 --> 00:38:58.440

Audio shared by Apolitical: Even...

185

00:39:01.810 --> 00:39:03.280

Audio shared by Apolitical: Bless you're...

186

00:39:07.150 --> 00:39:09.420
Audio shared by Apolitical: You... Expain.

187
00:39:09.900 --> 00:39:12.490
Audio shared by Apolitical: Infinity.

188
00:39:16.700 --> 00:39:19.210
Audio shared by Apolitical: And beautiful.

189
00:39:23.210 --> 00:39:23.910
Audio shared by Apolitical: Two years.

190
00:39:24.530 --> 00:39:25.330
Audio shared by Apolitical: Phoenix!

191
00:39:29.850 --> 00:39:31.279
Audio shared by Apolitical: I need to see it all.

192
00:39:40.900 --> 00:39:42.410
Audio shared by Apolitical: to hear.

193
00:39:43.030 --> 00:39:44.630
Audio shared by Apolitical: We see you all.

194
00:39:46.270 --> 00:39:47.230
Audio shared by Apolitical: Let the unit!

195
00:39:47.670 --> 00:39:48.600
Audio shared by Apolitical: Swiss moon!

196
00:39:56.140 --> 00:39:57.690
Audio shared by Apolitical: See, Lord!

197

00:39:59.540 --> 00:40:00.310

Audio shared by Apolitical: One shot!

198

00:40:09.820 --> 00:40:10.590

Audio shared by Apolitical: Damn one!

199

00:40:14.010 --> 00:40:14.680

Audio shared by Apolitical: This is me.

200

00:40:33.110 --> 00:40:38.700

Audio shared by Apolitical: I'll explain Infinite.

201

00:40:40.030 --> 00:40:42.220

Audio shared by Apolitical: How rare.

202

00:40:42.670 --> 00:40:45.370

Audio shared by Apolitical: And beautiful.

203

00:40:46.100 --> 00:40:48.589

Audio shared by Apolitical: It truly is.

204

00:40:49.460 --> 00:40:52.410

Audio shared by Apolitical: The weakest.

205

00:40:57.710 --> 00:41:14.959

Myles Delfin: Thank you so much. I hope the video gave you a little bit... a better idea of what we do. We present our video this way because I really... what I really want to show people is that Bike Scouts is really all about the human response to a human problem.

206

00:41:14.960 --> 00:41:26.330

Myles Delfin: It's not a system that we're trying to build. It's not... it's not... it is a platform, but it's not about the technology. It's about the people who get to experience disasters where they are, as it happens right now.

207

00:41:26.330 --> 00:41:46.320

Myles Delfin: One of the messages that we always try to share with people is that climate change is not a problem that's going to be happening in the future. We don't... in the Philippines, at least, we don't have a day, we don't have a week, we don't have a month or years to sit down and come up with solutions and act upon it. We have to,

208

00:41:46.350 --> 00:41:59.750

Myles Delfin: do the work right now, because the problem is happening right now to us. In fact, just this month, we lost three of our volunteers to severe currents and a few other things.

209

00:41:59.910 --> 00:42:09.830

Myles Delfin: in the act of helping people in their own communities. So this is the reality of the work that the Bike Scouts does. And let me share my... my deck.

210

00:42:18.000 --> 00:42:20.070

Myles Delfin: I hope you can see my...

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00:42:20.720 --> 00:42:23.610

Jessica van Onselen: Yeah, that's there, my... New presentation.

212

00:42:24.180 --> 00:42:37.030

Myles Delfin: Okay, so this photo that I have in the first slide, I took this photo when we did the response for Typhoon Yolanda all the way back in 2013, which was the day that we

213

00:42:37.030 --> 00:42:49.859

Myles Delfin: first launched, Bike Scouts. We were on the ground, when Category 5 Typhoon Yolanda happened and left over 6,000 people, dead, and a lot of people were missing, and...

214

00:42:49.980 --> 00:43:00.369

Myles Delfin: Back then, when I took this photo, it took me almost 5 hours to get to this spot. Today, you can walk from the city hall of Tacloban City, where this happened.

215

00:43:00.370 --> 00:43:18.080

Myles Delfin: To this, to this area, and it would only take you maybe 5-10 minutes. But it took so long for us to get to this spot because of the mountain of debris that came from all of the houses, buildings, vehicles, and ships, that was basically dragged,

216

00:43:18.080 --> 00:43:24.469

Myles Delfin: Onshore by multiple storm surge waves that was higher than the buildings that the city had.

217

00:43:25.750 --> 00:43:42.750

Myles Delfin: So, Bike Scouts is the only continuously operating volunteer bicycle messenger service for disaster response in the world, and we are both very proud of this fact, and at the same time, we are a little bit sad that we have to do this kind of work that

218

00:43:42.800 --> 00:43:59.920

Myles Delfin: we have to create a system for this. Basically, when we say continue... Volunteer bicycle messenger service, it's community-based. This is very, very local, and it addresses a very, very immediate need for people in communities. Back then, when Typhoon Yolanda happened, on the day that it happened.

219

00:43:59.940 --> 00:44:08.600

Myles Delfin: I was sitting in my office, in the advertising agency that I was working for, and I saw the news, how, people were,

220

00:44:08.750 --> 00:44:19.330

Myles Delfin: getting all of the help that they needed, in terms of, like, medicine, shelter, food, water, and everything else. But nobody had access to information, nobody had access to... to communication.

221

00:44:19.540 --> 00:44:29.629

Myles Delfin: And in a country like the Philippines, family and community is a very, very big deal, that if we lose contact with our friends or family, even people we know in the community.

222

00:44:29.630 --> 00:44:39.910

Myles Delfin: That causes us to lose hope. That sort of, like, impacts very greatly our sense of resilience. And so, because back then, when I was much, much younger.

223

00:44:39.910 --> 00:44:53.819

Myles Delfin: I used to race mountain bikes, and I used to participate in adventure races as well as a team captain, so I had a lot of friends who were into those sports, and I was thinking that, why don't we take our bicycles and use that for mobility.

224

00:44:53.910 --> 00:45:04.900

Myles Delfin: So that we can provide communication, resilience, and access to essential for supplies, essential supplies for people who are isolated by disasters like Typhoon Yolanda. Because in the Philippines.

225

00:45:04.900 --> 00:45:18.749

Myles Delfin: Yes, you see a C-130 aircraft in the photo, but we have, like, 3 or 4 of these, and there's really no access to a lot of the places that are impacted by disasters, but there are a lot of people who have the heart and the intention to help.

226

00:45:18.750 --> 00:45:28.760

Myles Delfin: And there are a lot of bicycles in every community across the islands, and this is basically the foundation for our volunteer bicycle messenger system for disaster response.

227

00:45:29.970 --> 00:45:32.669

Myles Delfin: So, people often ask me.

228

00:45:32.970 --> 00:45:51.330

Myles Delfin: it's been 12 years that you've been doing this. Why do you keep on doing this? And of course, every Bike Scout in our community, we have our own personal reasons for keeping to do the work that we do with Bike Scouts. But for me, this is one of them. This is one of the strongest reasons why I keep doing it.

229

00:45:51.330 --> 00:46:02.469

Myles Delfin: This message comes from a person, from a man, that I saw at the back of a room that served as an evacuation center after Typhoon Yolanda in 2013.

230

00:46:02.560 --> 00:46:21.179

Myles Delfin: He was quiet, he wasn't talking to anyone. And it turned out, when I approached and asked him if he needed help, he told me that he was a construction worker, he was a laborer, and he was there just for a job when the typhoon happened, and he had no way to contact anyone. And I said, would you like us to send

231

00:46:21.180 --> 00:46:33.070

Myles Delfin: a message to your family? And he said yes, and so he scribbled his address, the person we needed to contact, and his message. And his message was actually very, very simple. The message was for his sister.

232

00:46:33.120 --> 00:46:36.540

Myles Delfin: And he said, Don't worry anymore.

233

00:46:36.810 --> 00:46:38.759

Myles Delfin: We're okay, we're all alive.

234

00:46:38.960 --> 00:46:53.210

Myles Delfin: And so, I was able to call his sister, and I identified myself, I said, I'm Miles, I'm a volunteer, I have a message from your brother, and when she heard this, when she heard the message, she basically dropped the phone.

235

00:46:53.270 --> 00:47:09.510

Myles Delfin: And I could hear her and her family screaming and crying and laughing in the background, and they completely forgot that I was still on the telephone. But that was something that... that was the moment that I realized that this is something that

236

00:47:09.530 --> 00:47:14.659

Myles Delfin: It's not really recognized, but it's something that people actually need.

237

00:47:14.700 --> 00:47:25.830

Myles Delfin: And so, which is why, until now, we're continuing to do the work that the Bike Scouts is doing. But on a more, specific reason why we do what we do.

238

00:47:25.830 --> 00:47:37.459

Myles Delfin: The Philippines, 60% of our land area is actually exposed to multiple hazards, and that includes our major cities. Even our capital gets submerged in floods. Even during the summer season.

239

00:47:37.460 --> 00:47:53.319

Myles Delfin: We're having, heavy rainfall, we're having severe flooding, and a lot of other, like, landslides, rock slides. It's, every day, every month now in the Philippines, it used to be... there used to be a season for typhoons, there used to be a season for flooding, but now it happens anytime.

240

00:47:53.320 --> 00:48:04.940

Myles Delfin: And, of course, 74% of the Philippine population is vulnerable to the impact of severe disasters. In the Philippines, it doesn't matter if you're living in a hut, or if you're living in a gated community.

241

00:48:04.950 --> 00:48:15.399

Myles Delfin: you will be affected by flooding. And this is the reason why we know that we need to expand the work that we do, and we've been doing this for the past 12 years.

242

00:48:15.730 --> 00:48:24.700

Myles Delfin: And of course, in 2024, there have been 10 million Filipinas affected by disaster events in 2024.

243

00:48:24.810 --> 00:48:42.309

Myles Delfin: It seems like a big number, but... because in the Philippines, when a typhoon happens and there's severe flooding, it impacts multiple provinces. It's not just one place that gets... it's not just one city, it's not just a few towns. It's entire provinces and the surrounding provinces as well, so that's why we come... we have this much...

244

00:48:42.410 --> 00:48:45.360

Myles Delfin: Impact for, in the lives of people.

245

00:48:45.520 --> 00:48:59.889

Myles Delfin: So, 93 million people are affected by disasters worldwide, and 3.5 billion people around the world who feel they are unable to protect themselves and their families from crises and disasters. This is widely available information, and... but the reason why...

246

00:48:59.890 --> 00:49:06.709

Myles Delfin: People feel that they are unable to protect themselves and their families is because of the lack of access to communication, information.

247

00:49:06.710 --> 00:49:14.590

Myles Delfin: and participation in their own resilience in the places where they live. And that's something that we are hoping to solve with our platform.

248

00:49:15.830 --> 00:49:21.629

Myles Delfin: So... One of the things that, we're able to sort of, like.

249

00:49:21.630 --> 00:49:38.180

Myles Delfin: present and share with local government units, for example, that we work with. This was... this photo was... and this data is from the series of consecutive typhoons that I mentioned earlier. So these are actual reporting from our communities on the ground.

250

00:49:38.380 --> 00:49:45.990

Myles Delfin: We have over a thousand. At that time, this was live, so within a 24-hour period, we got over a thousand.

251

00:49:46.050 --> 00:50:04.340

Myles Delfin: requests for immediate rescue. Not assistance, not any other form of support, but support, but immediate rescue. And as you can see in the photo, because we're local, because we have people on the ground, we're not just... we don't just collect data, we don't just have, sort of, like.

252

00:50:04.340 --> 00:50:15.229

Myles Delfin: pass around the information. We are actually on the ground. So we're able to connect the photos that our volunteers send us with the data that we receive elsewhere, and we're able to confirm.

253

00:50:15.230 --> 00:50:27.240

Myles Delfin: for our partners in government for disaster response, for disaster response management, that these spaces, these are the places that they should deploy. So we make... one of the things that we are able to achieve is that we're able to make

254

00:50:27.240 --> 00:50:38.819

Myles Delfin: In a country like the Philippines, we're able to help our own local governments make their own disaster response and management more effective and more efficient, because we don't have a lot of resources.

255

00:50:39.300 --> 00:50:40.380

Jessica van Onselen: Miles.

256

00:50:40.580 --> 00:50:47.540

Jessica van Onselen: I'm just giving you a little one-minute time check. We've got a few questions we want to get to before the end, so, okay. Yeah, thanks.

257

00:50:47.860 --> 00:51:06.459

Myles Delfin: I'll just go through the social teamwork aspect of what we do. So, Bike Scouts is a platform, it really runs on social teamwork, which is based on the Filipino culture of Bayanihan, of course. In the Philippines, it's normal for people to just run over to our neighbors and ask for help if we run out of rice, if we need tuition money for our kids.

258

00:51:06.540 --> 00:51:31.520

Myles Delfin: anything. There's nothing small or big that you can't help from others, and help will be given. So this is the spirit of Bayani, and so we did not invent this, we are just trying to create the platform so that more people across the Philippines can participate in this. So I'll just very quickly show you the rest of the slides. We've built our own technology with no money, we have no investors. This is just volunteer work from people, engineers and other people in

259

00:51:31.520 --> 00:51:34.249

Myles Delfin: our own community. I built our own app.

260

00:51:34.250 --> 00:51:49.820

Myles Delfin: By learning how to create apps. But our dream is to create an entire community grid across the Philippines so that everyone is connected, no matter what happens. And a lot of the work on our technology is actually already completed, we just don't have the funding right now to

261

00:51:49.820 --> 00:52:06.110

Myles Delfin: manufacture at scale, and this is the size of our community, and we're able to do this because we tapped into existing communities, community organizations and groups like bicycle organizations, and so we were able to grow, within 12 years to 100,000 plus, volunteers across the Philippines.

262

00:52:06.110 --> 00:52:11.980

Myles Delfin: These are some of the, events, disaster events that we've been, responding to.

263

00:52:12.360 --> 00:52:26.309

Myles Delfin: And, some of our top, volunteer engineers helping us with our technology, some of the organizations, companies that we've worked with in the past 12 years, and of course, we've been to, exhibits in Singapore as well to show the work that we do.

264

00:52:26.420 --> 00:52:33.770

Myles Delfin: And that has been Bike Scouts. If you want to learn more about us, please visit our website, Bikescoutsproject.org. Thank you so much.

265

00:52:34.800 --> 00:52:44.499

Jessica van Onselen: Miles, thank you so much, and you just need to take a look at the chat to see, how, sort of, moved and impressed by... by everyone... by your work everyone is.

266

00:52:44.780 --> 00:53:09.750

Jessica van Onselen: We've got a little time for questions, and we have two great questions which I'd love to give a bit of airtime to, although we don't have a whole lot of time left, so I'm going to ask our guests to keep their answers a little bit succinct. If you have some more, please pop them in the chat. But Renee, I'm going to bounce straight to you. Before I do that, I'm just going to remind everyone on this call, please do visit the Edge of Government Hub. If you've been inspired by what Renee and Miles

267

00:53:09.750 --> 00:53:16.979

Jessica van Onselen: have shared today. You can explore more of these case studies, these innovations and insights connected to today's discussion. This is just

268

00:53:16.980 --> 00:53:34.159

Jessica van Onselen: the tip of the iceberg. There's so much more to explore. We'll pop the link in the resources tab at the bottom of your screen, and my colleague will share that with you. Alright, I want to pop into the Q&A here, and Renee, the first question is for you here. The question was from an anonymous attendee.

269

00:53:34.160 --> 00:53:45.419

Jessica van Onselen: Renee, what is one story of a simple but impactful project that came out of these wonderful efforts, that you can't forget, mapping these social connections? Any stories that you can share with us?

270

00:53:45.710 --> 00:53:58.850

Renae Hanvin: Oh my gosh, so, so, so, so many. So, I think, you know, every... Australia's very different in our landscape, so we had assumptions of what would happen on the East Coast and all the communities on the East Coast.

271

00:53:58.850 --> 00:54:04.299

Renae Hanvin: And then I purposely took Professor Aldrich to the west, and sort of out west of Australia as well.

272

00:54:04.300 --> 00:54:27.200

Renae Hanvin: And just hearing the stories around the value of the leisure center, or the pub, and how, you know, if disaster occurs, like, you know, save the pub. Don't save, you know, whatever government thinks should be saved, save the pub. That's where we go, that's what we trust, that's what we want to catch up. So I think really listening to the communities tell government and tell us what was important to them.

273

00:54:27.460 --> 00:54:30.560

Renae Hanvin: Couldn't go past that, and there were hundreds of those examples.

274

00:54:32.610 --> 00:54:53.289

Jessica van Onselen: I love that, as an idea of, like, listening and not making assumptions, right? Just so fantastic. Miles, we have a question here about scale, and I think a lot of people who work in the innovation space and the government space are going to be thinking about it. So the question was, are there any plans to scale beyond the Philippines, or maybe trying it with other use cases beyond typhoons?

275

00:54:54.850 --> 00:55:13.230

Myles Delfin: Oh, well, actually, I don't really share this a lot, because it makes us sound really, really big, but we've actually done a little bit of work with organizations in Turkey during the earthquake, in Nepal during the earthquake there, in Mexico, in Syria.

276

00:55:13.230 --> 00:55:31.969

Myles Delfin: All of this online, of course. We don't have the money to travel to these places. And we basically shared our experience, and we shared... we have a community book, we call, so basically our manual for how we do things, which needs updating. But that's basically... and

we connect with them online and share everything that they need to know so that they can do what we do.

277

00:55:31.970 --> 00:55:50.569

Myles Delfin: In the Philippines. And this is how we learned, actually, that it doesn't matter if your country is like the Philippines at lax resources, or if you're a big country, because we've also done response in... even in Texas, like, a few years ago, they had a blizzard, they had flooding, and part of the response of the local community there was based, actually, on the Bike Scout's way of doing things.

278

00:55:50.970 --> 00:55:58.860

Jessica van Onselen: I just love this idea of, like, connection and people, you know, reaching out virtually to scale these lessons. So fantastic.

279

00:55:58.920 --> 00:56:16.939

Jessica van Onselen: We've had some incredible wisdom from our two speakers today, and I'd like to ask you to all join me in giving Renee and Miles a virtual round of applause in the spirit of virtualness. And most importantly, just to thank all of you, the attendees, because you have been investing in your learning by being so engaged in the topic and joining today.

280

00:56:17.190 --> 00:56:33.490

Jessica van Onselen: The team is going to pull up a quick poll to find out how you felt about today. That helps us to continue to keep improving our content, so please take a second to complete it. We won't share these results back, that's completely confidential. Just on a scale of 1 to 10, could you rank your agreement with a statement?

281

00:56:33.490 --> 00:56:45.190

Jessica van Onselen: This event was a valuable use of my time, and one means you completely disagree, it was totally worthless, and 10 thinks that you really agree it was very, very valuable, and you learned something to go... to do.

282

00:56:45.290 --> 00:57:10.279

Jessica van Onselen: Before you go, and while you're responding to that poll, I'm going to... I'll share a couple of the upcoming masterclasses in this Edge of Government series that you can register to join us again, or recommend it to your team, we'd love that. If you're not available to join live, remember you can always register for the event in order to get the recording, and then you can watch it in whatever time suits you. We know lots of folks, especially on different time zones, like to do that, so we can send the recording to you

283

00:57:10.280 --> 00:57:25.190

Jessica van Onselen: afterwards. So we have, coming up, in June, we have Creating Safe Spaces for New Ideas in a Risk-averse Culture on supporting innovation and Risk-aware Systems. I know that'll chime with a lot of you working in multilaterals or governments, that's often the context.

284

00:57:25.370 --> 00:57:34.829

Jessica van Onselen: In early September, we have How to Scale Government Innovation Without Losing the Edge, on turning promising experiments into lasting government capability.

285

00:57:34.830 --> 00:57:50.960

Jessica van Onselen: And a bit closer, this is just in two weeks' time, so mark your diaries, we have the Policy Playbook, Delivering Impact in Complex Systems, and that's a panel with co-authors of the Policy Playbook on initiating policy change and turning ideas into real impact in complex

286

00:57:50.960 --> 00:58:00.219

Jessica van Onselen: government system. So we'll post all the links in the chat, you don't have to remember all of that, but, like, quickly open them before the event ends, and you can make sure that you register for them.

287

00:58:00.220 --> 00:58:24.430

Jessica van Onselen: That is all we have time for today. We hope you found it helpful, and we want to say a huge thank you to our speakers, Renee and Miles and Abir, and to everyone who's made today happen, and of course to you, the attendees, for taking time out of your busy day. Keep an eye out for the email coming today with today's recording and all the resources, and we really hope to see you at another apolitical event very, very soon. Have a wonderful day, everyone. Thank you so much for your time.

288

00:58:24.540 --> 00:58:25.670

Jessica van Onselen: Bye!