Responsible Ai Consultation

Hannah Maude conducted a group session with women 29 - 50 at the Microsoft Reactor. All had business backgrounds, a couple had Tech experience.

1. The Government needs to keep up with technology or we're led by the corporations.

- Who are the experts in the Government and how can we get to a place where there are as many experts who can challenge the Tech experts who are profiting from the technology? Ai is worthy of investment, and an internal (Government) upskill drive.
- The public should also know who is making decisions on Ai, the matter is of such a degree of national interest.

2. Education and awareness is required to help people make informed decisions and to ensure their trust of it.

- This should be done as a TV and Social Media campaign and feel more like entertainment (think a Netflix documentary series or higher end Reality TV show).
- Purpose to help ensure everyone has a basic understanding of the technology that could and will affect them
- The education needs to show how it works, what data is used, benefits and risks and focus on real life use cases
- The education approach needs to be made interesting to everyone, therefore not just for the curious who will have already listened to podcasts and read articles
- Educating people in Ai is essential to create a level playing field - by knowing what questions to ask corporations of their data, they cannot be exploited. By being aware of risks, they can understand what risks are to their children. By understanding their use cases, they can apply them to their careers.

3. Regulation needs to be in line with risk

- Prioritise the greatest risk to regulate and ensure governance is fit for purpose.
- Suggest these to be - risk of death, where individual safety and national security is at risk, where children are involved, livelihoods are most at risk and where mental health a concern.
- Using Social Media as a gauge, monitoring of platforms would have prevented the Auckland terrorist to spread his message via video, trolling and bullying of children occur because safeguards are not in place. Artificial Intelligence could be making decisions regarding people's health. Artificial intelligence could also be used in warfare and for cyber crimes, these are imperative to address now.

- Ai companies should be needed to declare work that is problematic, no one knows what Ai could do, and yet everyone is building anyway. Therefore could regulation force more sharing as companies learn more.

4. Inclusion and representation
- There is a lack of diversity in technology. We need a breadth of perspectives as we enter a new digital era.
- Who are in the digital Taskforces set up by the Government, are they diverse?
- Propose people from all walks of life are involved in Ai development and rule making, a panel or committee made up of non-Tech workers who represent education, health, education and the average person.
- If we don't bring more people into the journey of Ai decision making, the lack of diversity issue is magnified.

5. Future Generations

- We believe the organisations deploying Ai should be accountable for the safety and monitoring of its users. We believe there should be regulation that means their responsibility is to monitor accounts, to work at pace to stop activities that are dangerous. The lack of monitoring, responsibility and accountability across social media cannot be repeated.
- Parents and the education system need support to raise children in an Ai era. Education of adults is therefore as important as it is of children.
- Ai can offer great tools to enhance knowledge, and that would be a beneficial way to use it, the message is it cannot replace knowledge, or the importance of the development of critical and analytical thinking, or creativity. Need to ensure Ai does not shortcut knowledge.
- There is huge potential to use Ai as a tool for creativity and innovation, and thus make great impact on the world. The education system needs to adapt to help students use it in this way.

6. Data and Privacy

- Transparency and accountability is critical when it comes to personal information and the decisions Ai could be used to make thay impact people lives e.g. the data sets, the training of Ai
- COmpanies should disclose what data they are using and how they are training the model to answer and help answer what citizens want to know "Is my data being used to train Ai? Whose data has been used to train Ai? How does the Ai make a decision?"

7. Regulation around decision making

- Robodebt is a good example of the need for robust process checks on decisions made by algorithms or machines. Can each company be governed to declare how decisions are made and make them available for instance on their website and / or when informing someone how a decision has been reached?
- Can companies sign up to this and share their human intervention to check decision making?
- Punishments should apply, whether fines or taxes, but there should be an upfront 'best practice' to ensure corners are not cut when decisions are made that could impact people's life, health, livelihood, children or the disadvantaged, and mental health.

8. Responsible Ai means more investment into the good than the dangerous

- Grants for those encouraging people to get out and keep fit, focus on wellbeing and be part of the community
- Grants for people using Ai for the good of the environment and people
- By being forward looking, sharing the areas of most concern to the public and sharing what you/we plan to do about that, trust would increase.