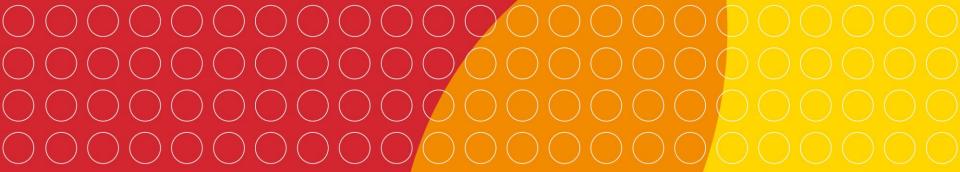
# 90 Day Change Projects

A lever for building healthy policy









# The Change Imperative

- Values based
- Results driven
- Socio and economic sector reform
- Citizens at the core
- Delivering population impact





# **Authorising environment**

"The era of modern government services has arrived" Premier Jay Weatherill, 27 May 2014

"We need to establish a new relationship with our citizens – a new and more vital democracy".

Premier Jay Weatherill, National Press Club, July 2015

"From mass opinion to wise judgement" Premier Jay Weatherill, Public Value Video, 2016

"Change@SouthAustralia aims to shape a culture that fosters a dynamic and productive public sector workforce."

Commissioner for Public Sector Employment, Erma Ranieri

# What is Change@SouthAustralia?

- Public Sector Values
- High Performance Framework Mark II
- 90 Day Change Projects
- Change Management Toolkit

### Headline stats....

### 90 Day Change Projects

- 75 projects in 4 years
- 14 state government agencies involved
- >16 industry, federal, local Government & NGO partners
- 3 projects (and growing!) initiated outside government
- 10 projects with more than 3 agency partners
- >2500 business and community members consulted

### Change Toolkit

Delivered (for 100,000 public servants)

## **Business Model**

**Making it Stick Project Design Project Delivery** Ideas PLAN Inputs **Idea Submission** Put the solution in place Standardise and Plan and Agency direct approach 1. Change@SA Ideas \* Embed and integrate into Industry approach Session (1 per month) Design business-as-usua Community approach 1. Design Thinking & CHECK DO Sector intelligence · Provide info on Toolkit Workshop Premier & Ministers Change@SA (1 per month) Change@SA email services and Website process 2. Project Submission (signed off CE & Minister) · Test validity of 90 Day Project project ideas 3. Assessment & categorise: No action 2. Ideas Submission (noted by CE) C@SA 90 Day Project Post-90 Days - Making it stick Agency 90 Day Project \* Embedding outcomes into business-as-usual \* Collective ownership \* Continue collegiate approach \* Own the outcome, scale it and mature it \* Continue to asses the reach \* Measure the productivity \* Harvest the savings \* Continuous improvement (Plan, Do, Check, Act) Service Excellence Digital by Default **Open Government Better Together** Open Data Modern Public Service HPF (good governance) Leadership Workforce Planning Change@SA Value Add - In-sourced expertise, true community engagement, depth and breadth of interrogation of issues, testing assumptions (i.e. legislation, policy, fear), relationship brokering, independent voice and assessment, asking the tough questions

# Start with 'why'







VS.



vs.



"How" we do it.
Resources invested in work.

e.g. people, infrastructure, funding, skills, technology

"What" we do.
Products or services
delivered.

e.g. policy developed, workshop held, workplace refurbished "Why" we do it.
The differences made by
our outputs.

e.g. safer communities, broader capability, increased collaboration





# **Design Workshop**



# **Outcomes - Productivity**

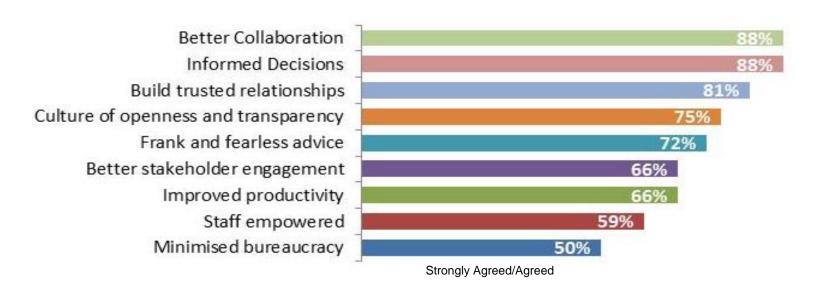
	One Government: Working Together for integrated policy that meets citizens needs (SA HEALTH)
•	Public Value
•	Duplication and effort
•	Confidence in government response to citizens needs
	Quicker Justice (SAPOL)
•	Throughput of evidence
•	Time and cost (at Detective level) to courier evidence from station to Forensics
•	Bottlenecks and wastage in value chain
	Dying Matters – End of Life Care (SA HEALTH)
•	Patient and families mental wellbeing and comfort
•	Length of stay in hospitals (support dying in-place)

## **Outcomes - Productivity**

	Improving Road Transport for Agriculture Industry (PIRSA)
•	Policy shift moving from single trailer to double trailer increase productivity up to 100%
•	Improvements in transport efficiency (more freight, less trucks), improvements in animal welfare (animals on trucks for less time)
•	Increased grain industry productivity (reduce yield loss) - industry estimate for wheat crop alone a benefit of up to \$20 million
	Regulation in electrical, gas and plumbing industry (DSD)
•	Industry self regulation
•	Unnecessary government intervention and paperwork
•	Industry efficiency to value of \$60 million (industry noted this is a conservative figure)
	Justice for people with disability (AGD)
•	Access to justice for people with disabilities
•	Misconceptions about the ability of vulnerable witnesses to give evidence
•	Increased confidence in Justice system "Vulnerable Witnesses Bill" a national first.

## **Evaluation**

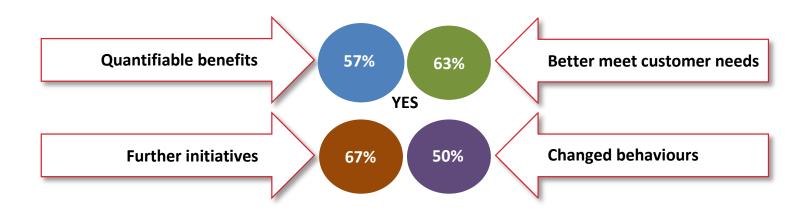
#### **ACHIEVEMENTS**



Source: Survey of project participants, 2015

## **Evaluation**

### MAKING IT STICK



Source: Survey of project participants, 2015

# Share the story – Build capacity



-Change 7 — South -Australia



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