

Deliverology in NSW

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Premier
& Cabinet



Agenda

- 1 Applying Deliverology to the Premier's Priorities in NSW
- 2 Reflections on the NSW model
- 3 Next steps for NSW

Premier's Priorities in NSW



The 12 Premier's Priorities were announced in 2015 and refreshed in 2017



Create 150,000 new jobs by 2019



Key metropolitan, regional and local infrastructure projects to be delivered on time and on budget



Reduce the proportion of domestic violence perpetrators re-offending by 25 per cent by 2019



81 per cent of patients through emergency departments within four hours by 2019



Reduce overweight and obesity rates of children by 5 percentage points by 2025



Increase the proportion of students in the top two NAPLAN bands by eight per cent by 2019



Decrease the percentage of children and young people reported at risk of significant harm by 15 per cent by 2019



Increase the proportion of young people who successfully move from SHS to long-term accommodation to more than 34 per cent by 2019



Increase the number of women and Aboriginal and Torres Strait Islander people in senior leadership roles by 2025



Reduce the volume of litter by 40 per cent by 2020



Deliver 61,000 housing completions on average per year to 2021



Improve customer satisfaction with key government services every year, this term of government to 2019

To date, the Priorities have delivered significant outcomes for NSW citizens

Achievements to date include:



Over **1.6 billion** containers returned via the Container Deposit Scheme, helping reduce **litter by 37%**



500 fewer children re-reported at risk of harm than last year – on track to achieve the Premier's Priority early



Over **670,000** children with an **Active Kids voucher in 2018** – more than **half** of all school children in NSW – helping reduce childhood obesity



Over **410,000** new jobs created in NSW since 2015, more than **double** the Premier's Priority target



Thousands of citizens receiving cost-of-living refunds in Service NSW centres – saving an average **\$500** – contributing to increasing citizen satisfaction in NSW



200 additional young people in stable long-term accommodation compared with last year, exceeding the target a year early

**How did NSW
implement
Deliverology?**

There are four key components of the PIU delivery approach

Use of Data



Anchor approach in data and evidence to focus implementation efforts

Fieldwork



Talk to frontline to ensure communication & accountabilities are effectively flowing down delivery chain

Targeted Actions



Targeted and high impact interventions

Routines



Use routines to ensure a focus on performance

**What are the
key
reflections on
Delivery in
NSW?**

PIU Reflections on delivery in NSW

Over the past 3 years, the Premier's Implementation Unit has reflected on delivery in NSW

- 1 Importance of commitment from **leadership**
- 2 Keep putting the **citizen first**
- 3 Listen to the **frontline**
- 4 Anchor approach in **data and analysis**
- 5 **Communicate** targets in a meaningful way
- 6 **Identify early wins** to build momentum
- 7 **Use routines** to maintain focus
- 8 Learn from and **spread best practice**
- 9 **Celebrate success**
- 10 Focus on clear and **simple action**

**What does
this mean
day-to-day?**

Leadership and culture are vital to delivery

1. Behaviours

Establish right culture

- **Ambition**
- **Focus**
- **Clarity**
- **Urgency**
- **Irreversibility**

2. Change Management

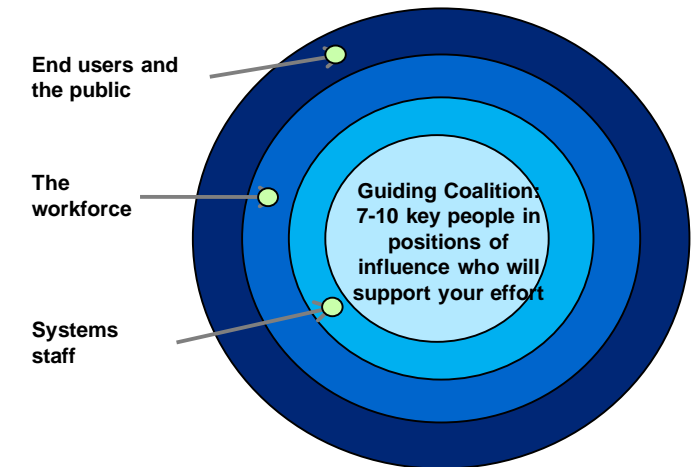
Over-communicate

John Kotter's key points:

- Establish urgency
- Avoid complacency
- Create powerful guiding coalition
- Use power of vision
- Empower others to act on the vision
- Over communicate the change
- Get short-term wins, build momentum
- Anchor changes in corp culture

3. Leadership

Ensure guiding coalition



Leads to irreversibility

Summary



The PIU continues to focus on supporting agencies to deliver outcomes for citizens



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