

Shaping the Views at the Top 2016 Sven Bluemmel Workshop Group Summary

Challenge: Managing non-government services providers: do we have the skills?

What skills are required to manage private contractors and the issues that arise?

- Clear understanding of the regulatory environment
- Understanding interests of providers vs agency
- Trusting the strengths of providers
- Assessing reputation of providers
- Understanding community needs and expectations
- Deep understanding of risk management
- Understanding of community expectations and transparency and accountability
- Ability to learn from success and failures
- Ability to genuinely collaborate and engage with public stakeholders
- Have a good lie detector to know when a contractor is “pulling the wool over your eyes”
- Ability to communicate the good and the bad beyond a media cycle
- Ability to ask the right questions
- Good contingency planning
- Empowering the public to develop their lie detectors
- Communication and education

Potential Solutions

(consider: who, what, where, when, why, and wow)

- Implement critical thinking/politics/civics into school curriculum
- Funding and undertaking research into public needs/expectations
- Allowing crowd sourcing/social media to inform the needs of public services
- Making public sector more representative of society
- Having people with the right skill sets in the right roles and have Executive available and listening to these people
- Government hiring people with good private sector expertise and who are subject matter experts
- Ensure JDF's and Recruitment processes don't exclude these people
- Contemporary leadership training for existing and potential agency Exec/Leaders

Implementation

- Developing whole government referral service for short term project skills and advice: PSC
- Identifying current information gathering and community consultation teams within agencies: each agency
- Allow online access to existing consultation mechanisms to be shared amongst agencies