

Advancing Excellence in the Public Sector

Working Together to Achieve Wellbeing for Today and Tomorrow Public Participation in Democracy

Dr Shayne Silcox

Chief Executive Officer

City of Melville

Institute of Public Administration Australia WA

The Challenges for all Public Service Organisations is determining and then delivering on their value for money *(VfM)* proposition which enhances Community Wellbeing.



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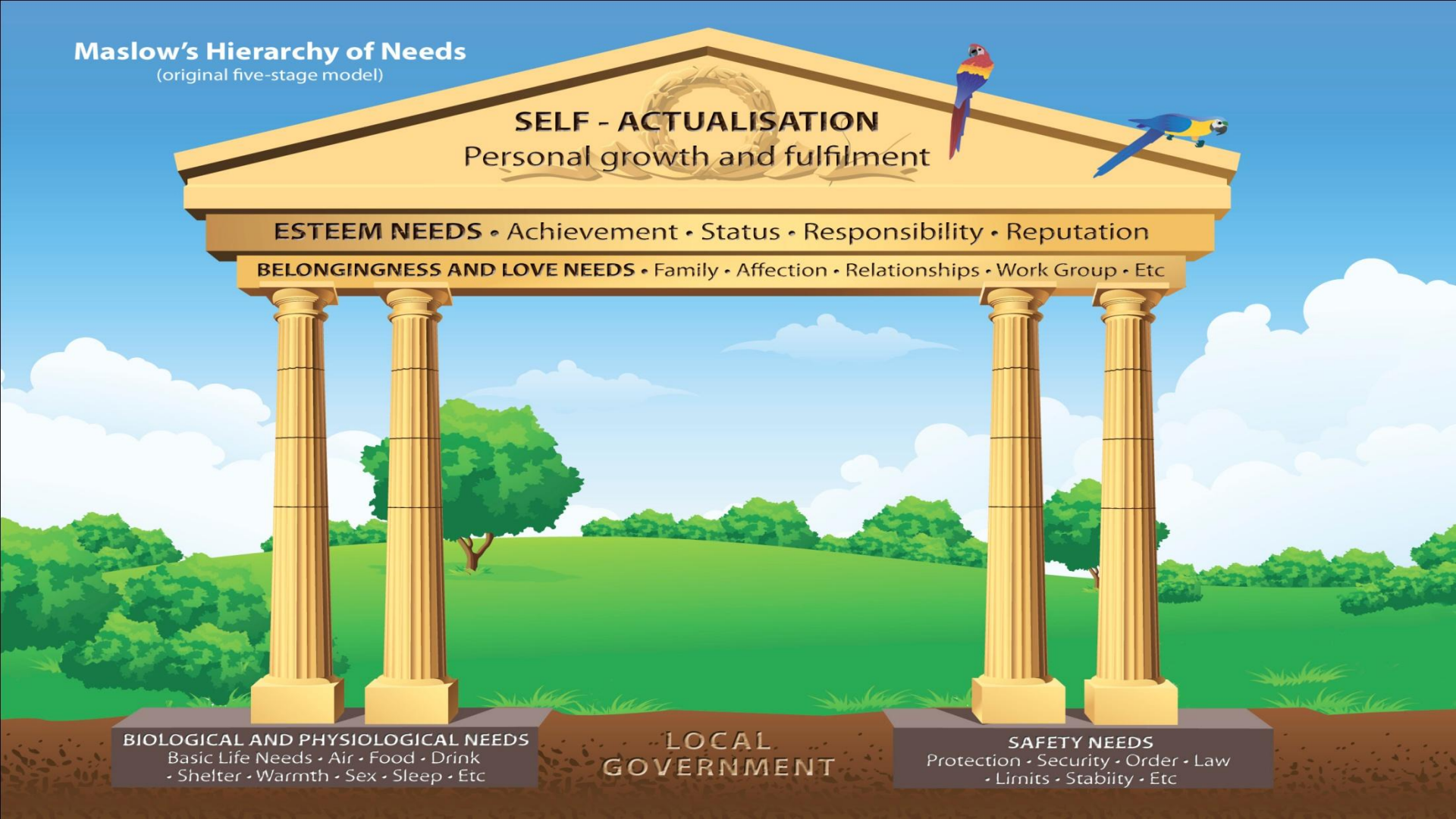
Contrasting Management Paradigms

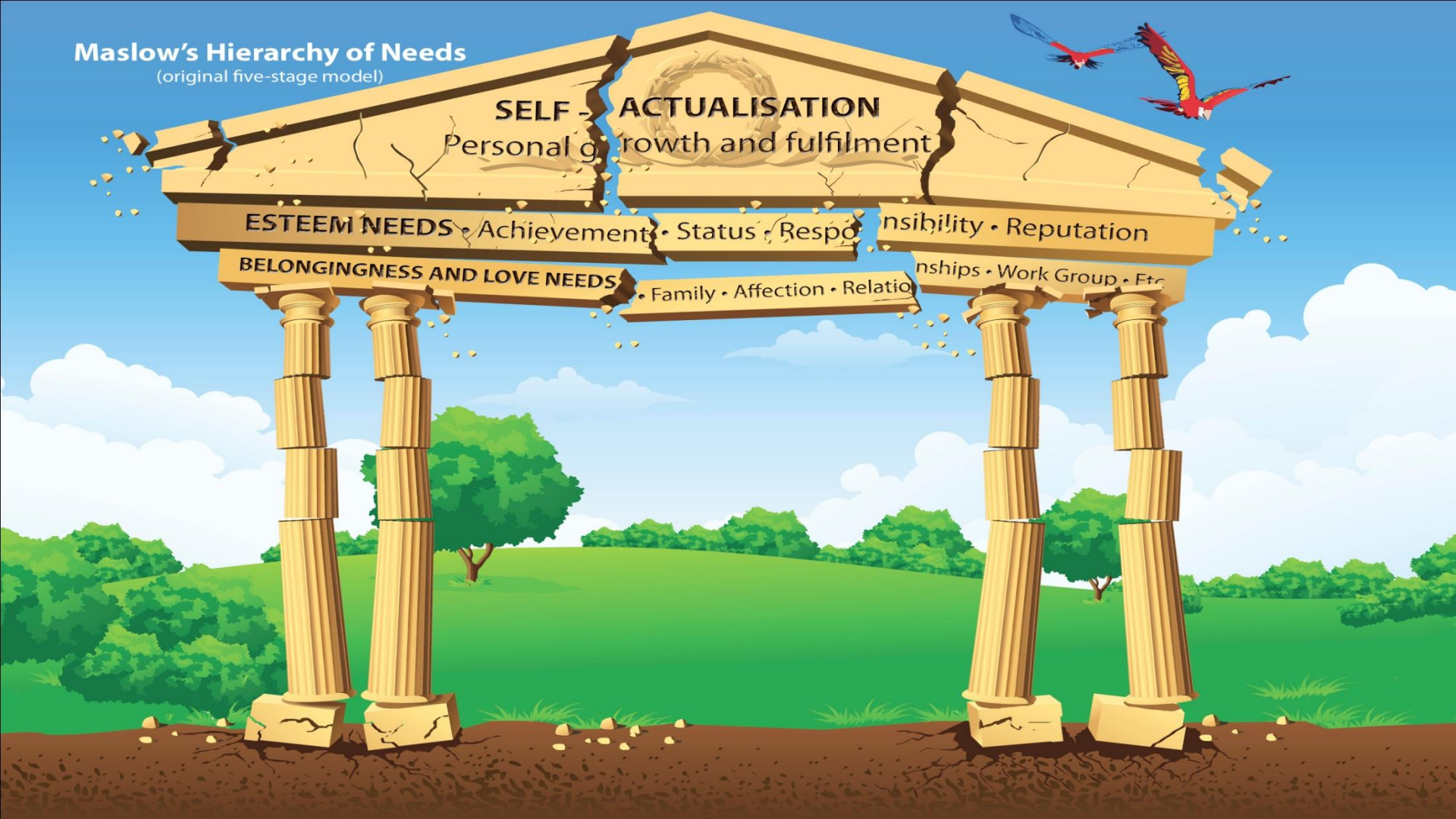
Characteristics	Second Wave	Third Wave
• Organisation	Hierarchy	Network
• Output	Market Share	Market Creation
• Focus	Institution	Individual
• Style	Structured	Flexible
• Source of Strength	Stability	Change
• Structure	Self-sufficiency	Interdependence
• Culture	TraditionGeneric	Code (+)
• Mission	Goals & Strategic Plans	Identity/Values
• Leadership	Dogmatic	Inspirational
• Quality	Affordable Best	No Compromise
• Expectations	Security	Personal Growth
• Status	Title & Rank	Making a Difference
• Resource	Cash	Information
• Advantage	Better Sameness	Meaningful differences
• Motivation	To Complete Job	To Build

Public Service Ideal

To serve the public is a privilege and professionals conscientiously serve the public interest… professional public servants render services in an altruistic way for the social good.

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Maslow's Hierarchy of Needs
(original five-stage model)
SELF - ACTUALISATION
Personal growth and fulfilment
ESTEEM NEEDS • Achievement • Status • Responsibility • Reputation
BELONGINGNESS AND LOVE NEEDS • Family • Affection • Relationships • Work Group • Etc
BIOLOGICAL AND PHYSIOLOGICAL NEEDS
Basic Life Needs • Air • Food • Drink
• Shelter • Warmth • Sex • Sleep • Etc
LOCAL GOVERNMENT
SAFETY NEEDS
Protection • Security • Order • Law
• Limits • Stabiity • Etc


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Value for Money (VfM)

- Understanding your 'unique value proposition',
- Defining Public benefit (VFM) of offerings,
- Measuring Public Benefit (VfM),
- Ensuring ongoing public benefit of offerings,
- Influencing the offering(s) by the public,
- Continuing improvement of offerings.

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The Challenges for Local Government and Public Sector Organisations ~ Top 10

- Changing (higher) Customer expectations,
- Increasing revenue to respond to wants/needs,
- Managing & maintain growth in expenditures,
- Asset management linked to LT Financial plan,
- Competing in a 'Compliance' Environment,
- Creating organisational wide unity of purpose,
- Managing aggressive Media (protecting image),
- Ensuring ongoing public benefit of offerings,
- Understanding 'unique value proposition'
- Aligning spheres of Government.

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WELLBEING FOR TODAY AND TOMORROW