



High Performing Organisations are Customer and Citizen Focused



Government
of South Australia

Department of the
Premier and Cabinet



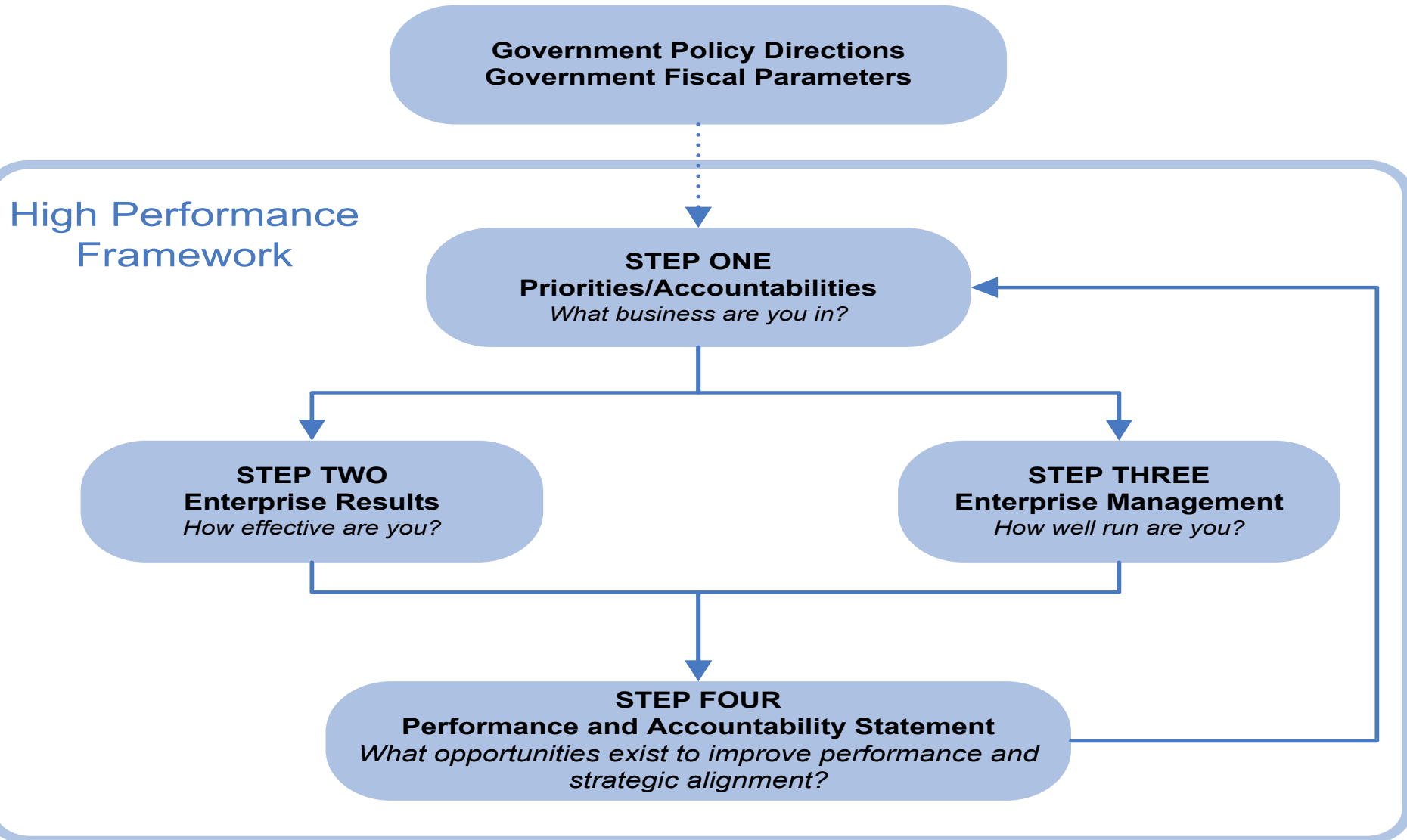
- The HPF is a systemic approach to organisational performance management and continuous improvement for the South Australian public sector
- It introduces a consistent set of criteria and tools for agencies to assess and improve performance across the public sector



Government
of South Australia

Department of the
Premier and Cabinet

The four step review process



Relevance to today's event – ask yourself

How are customer and citizen views understood within your agency?



Government
of South Australia

Department of the
Premier and Cabinet

Relevance to today's event – ask yourself

How are customer and citizen views understood within your agency?

How are customer and citizen views integrated into your organisations planning, service, design and delivery?



Government
of South Australia

Department of the
Premier and Cabinet

Relevance to today's event – ask yourself

How are customer and citizen views understood within your agency?

How are customer and citizen views integrated into your organisations planning, service, design and delivery?

How are the effectiveness of customer and citizen service design and delivery being measured, evaluated and improved?



Government
of South Australia

Department of the
Premier and Cabinet

Relevance to today's event – ask yourself

How are customer and citizen views understood within your agency?

How are customer and citizen views integrated into your organisations planning, service, design and delivery?

What is the community's role in policy making, service design, and delivery?



Government
of South Australia

Department of the
Premier and Cabinet

Relevance to today's event – ask yourself

How are customer and citizen views understood within your agency?

How are customer and citizen views integrated into your organisations planning, service, design and delivery?

How are the benefits of service design and delivery being measured, evaluated and improved?

What are the benefits of citizen engagement and empowerment?

What is the community's role in policy making, service design, and delivery?



Government
of South Australia

Department of the
Premier and Cabinet

Relevance to today's event – ask yourself

How are customer and citizen views understood within your agency?

How are customer and citizen views integrated into your organisations planning, service, design and delivery?

What are the benefits of employee
How are the effectiveness of service design and delivery being measured, evaluated and improved?

empowerment in getting the best
What are the opportunities to improve design, and delivery?

results for citizens?
What are the opportunities for engagement and empowerment?



Government
of South Australia

Department of the
Premier and Cabinet

Relevance to today's event – ask yourself

How are customer and citizen views understood within your agency?

How are customer and citizen views integrated into your organisations planning, service, design and delivery?

How are the objectives of your strategy and citizen views and delivery being measured, evaluated and improved?

What is the community's role in policy making, service design, and delivery?

What are the benefits of citizen engagement and empowerment?

What are the benefits of employee empowerment in getting the best results for citizens?



Government
of South Australia

Department of the
Premier and Cabinet

Relevance to today's event – ask yourself

How are customer and citizen views understood within your agency?

How are customer and citizen views integrated into your organisations planning, service, design and delivery?

How are the effectiveness of customer and citizen service design and delivery being measured, evaluated and improved?

What is the community's role in policy making, service design, and delivery?

What are the benefits of citizen engagement and empowerment?

What are the benefits of employee empowerment in getting the best results for citizens?

Where is your agency in implementing citizen engagement initiatives?



Government
of South Australia

Department of the
Premier and Cabinet

What is the HPF approach

Characteristic 7, 'High Performing Organisations are customer and citizen focused'

7.1 Customers and citizen needs and views are understood and are integrated into organisational plans, including service design and delivery

7.2 Customer service standards are rigorously observed'



Government
of South Australia

Department of the
Premier and Cabinet

What would you expect to find in an organisation that performs well in this area?

They would understand their customer needs

They understand how the public views them and their operating environment

Customer feedback and citizen views are key business drivers. There is a permanent dialogue about the agency's work with citizens and customers



Government
of South Australia

Department of the
Premier and Cabinet



How could you measure activity for effectiveness?

The number of customers involved in consultation on strategy development

The existence of a customer advisory group

Availability of reports on customer needs

Employee perception of the importance of customer feedback in organisational performance

Strategic plans linked to service design and customer needs

Percentage of customers satisfied with service delivered

Effectiveness of complaint resolution



Government
of South Australia

Department of the
Premier and Cabinet

PSMD guidance and support

- Consultancy and advice to executives and review teams
- Website Guide <http://www.pspc.sa.gov.au/hpf>
 - Examples of evidence
 - Employee perspectives survey
 - Scoring regime
 - Templates
- HPF Community of Practice (face-to-face and online)
<http://www.sage.sa.gov.au/display/HPF/Home>
- Planning training to improve capability in performance & program evaluation; and implementation of the HPF



Contact details

Public Sector Management Division

Level 11, State Administration Centre, Adelaide SA 5000

Phone: (08) 8204 9981

- Bill Cinnamond – Director (08) 8204 9950
cinnamond.bill@dpc.sa.gov.au
- Roger Mann – HPF Program Leader (08) 8204 9953
mann.roger@dpc.sa.gov.au

HPF website – <http://www.pspc.sa.gov.au/hpf>



Government
of South Australia

Department of the
Premier and Cabinet