

# Flexible Working and Accountability Arrangements

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28 August 2015

Working Outside the Square: flexibility, innovation and technology



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Department of Planning,  
Transport and Infrastructure

# Welcome

## **Delfina Lanzilli**

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# State Valuation Office

The State Valuation Office:

- SVO Vision
- Office are Adelaide CBD and Regional based
- Doing 'More with Less'
- Staff Retention

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# It Is Not A Balancing Act

My key factors for creating and managing successful flexible working arrangements



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# Flexible Working Journey

## SVO Efficiency Review 2012

### Initiatives developed:

- People and Culture
- Performance measures
- Improved products and service delivery
- Operating systems
- Strategic direction

## Development of a Flexible Working Pilot 2013/14



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# Flexible Working Pilot

## A Manager's Perspective

- Pilot consisted of regional, metro and council hub locations.
- Microsoft was engaged to assist with ICT support and equipment provision and Onkaparinga Council assisted with staff utilising “hot desks” at their premises.
- Work outputs were clearly defined and deliverables reported on.
- Evaluation report prepared at conclusion to provide ‘lessons learned’ and identify next steps

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# Perceived Barriers to Flexible Work and Accountability Arrangements

- Resistance to change was a problem
- Productivity levels remained the same or improved
- Lack of social connection and worker isolation



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# Benefits to Flexible Work Arrangements

- Consultative and engaging culture
- Attraction and retention tool
- Linked to accountability framework
- Indirect effect on productivity
- Assists gender inequity in the workplace



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# Flexible Working Pilot Outcomes

Outcomes of the Flexible Working Pilot include

- Reduced travel time
- Accommodation savings
- Increase in staff productivity
- Improved stakeholder relations
- Technology



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# Learnings

Investment in staff and management training to equip them to move towards flexible working.

Develop a clearly defined framework with clear, measurable outputs/KPI's and supporting documentation.

Ensure each individual understands they can make a choice to work flexibly and that each person's individual requirements are to be negotiated as not one size will fit all.

# Next steps for SVO

## Recommendations:

- Creation of Flexible Work Committee
- Establish an Accountability Framework



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# Any questions?



For a copy of the BDO report Towards Flexible Working please email Delfina on  
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