

Working outside the square

Kym Winter-Dewhirst, Chief Executive

Department of the Premier and Cabinet

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Define the operating model

- ☐ Well articulated values and mission
- ☐ Focus on simplicity, effectiveness and accountability
- ☐ A strategy - a plan – a delivery system
- ☐ Optimise systems and operational and employee capabilities
- ☐ Use comprehensive data and analytics
- ☐ Evidence based decision making
- ☐ All actions are measured, verified and benchmarked
- ☐ Strict budgetary discipline



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Create a modern workplace

Design principles

- Flexible work arrangements
- Mobile work spaces
- Technology-based environment

What's happening

- Creation of open-plan offices
- Hot desking
- Activity-based work spaces
- Moving to an on-line environment
- Paperless office
- Follow-you printing across all of DPC
- Online learning and development and training from any device, at anytime

Online enrolments since the launch of *Our Development* April 2015:

- 1,230 online course enrolments
- 493 employees enrolled in face to face workshops using the online enrolment/approval function

What's happened outside the square

Digital by default

- Introduction of a whole-of-Government software payment system
- Updated Accounts Payable to virtually eliminate handling of paper invoices
- Digitized payroll systems to remove significant volumes of paper across government
- Developed a single gateway to the cloud to access new modes of technology services
- Deployed more collaboration tools to help staff in disparate locations work more effectively
- Provided social engagement tools to allow virtual communities of interest and professional practice
- Reduced ICT complexity to enable easier access to the tools and resources staff need.



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What's happened outside the square

Flexible work arrangements

- 18.5% of DPC workforce on part-time arrangements - including job-sharing
- 'Flexitime' to work normal hours of duty based on customer/service delivery requirements
- Employees can access up to two flexidays or four half flexidays per month
- DPC supports working-from-home based on the nature of the work, role and customer requirements