



STRATEGIC PLAN 2016 - 2018



Government of South Australia

Department of the Premier
and Cabinet

FOREWORD

The Department of the Premier and Cabinet (DPC) provides service and value to all South Australians.

The department supports the Premier and the Cabinet by driving decision making, policy development and actions to realise the government's vision for South Australia to be a place where people and business thrive. The department also serves the Minister for the Public Sector in driving reform and digital transformation to create a modern public sector.

A critical role for the department is to lead initiatives that position South Australia on the international stage, to promote the state's economic interests. Of equal importance is DPC's key role in representing South Australia's interests at the national level.

The DPC Strategic Plan outlines the major initiatives to be undertaken during 2016-18 to strengthen South Australia. Success will be underpinned by the strong collaborative partnerships DPC builds across government and across sectors, and by engaging with citizens and business in exploring solutions.

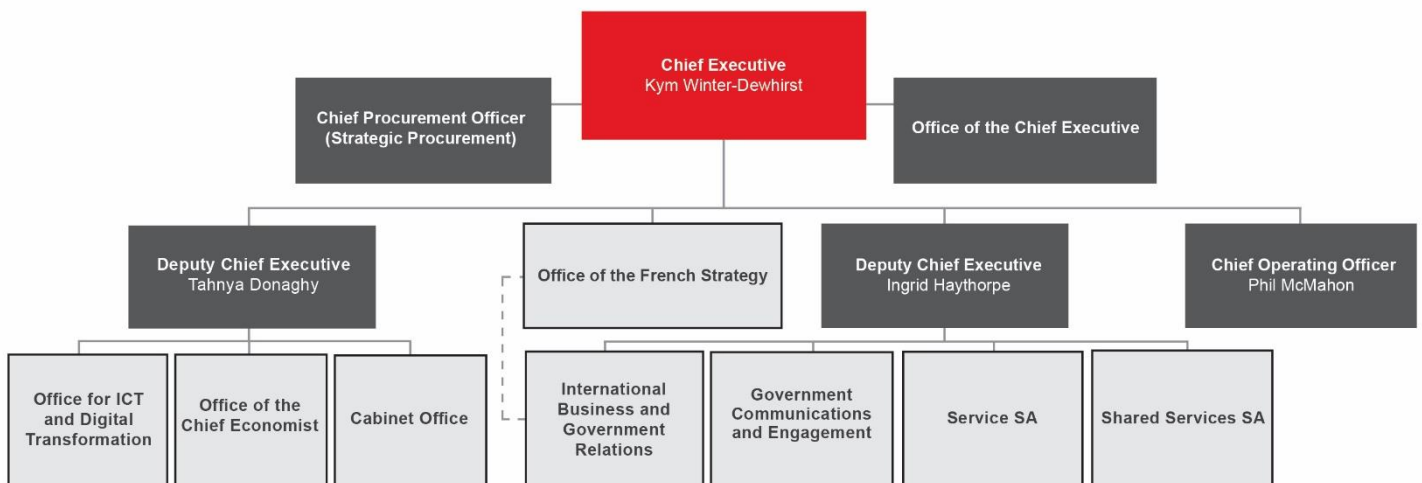
Kym Winter-Dewhirst
CHIEF EXECUTIVE



ORGANISATIONAL STRUCTURE

DPC is responsible to the Premier of South Australia and to the Deputy Premier as Minister for the Public Sector.

DPC's role is supported by the offices of the Commissioner for Public Sector Employment, State Co-ordinator General and Agent-General.



DPC'S FOCUS FOR 2016-18

Economic reform continues as a prominent focus for DPC during 2016-18. The department is charged with guiding the transition of the state's economy from its manufacturing legacy of the 1950s and 1960s to a more diversified, modern economy with an increasingly international profile. The Economic Plan's core Economic Priorities underpin this reform, and DPC collaborates with government agencies and across sectors to ensure their progress. Implementation of the Economic Plan will be completed during 2016-18.

Key focus areas for 2016-18 include:

- making Adelaide the world's first carbon neutral city and maximising opportunities for job creation in clean tech industries
- ensuring strong international partnerships, with a high focus on France and China, to deliver investment, trade and job creation opportunities
- leading significant initiatives to support economic reform and to position South Australia as the best place to do business
- creating a modern public sector which is agile, responsive and dynamic, delivering public value
- driving the digital transformation of government to enable modern, accessible services and delivery choices for customers and business
- implementing the public value framework across government
- driving the reforming democracy initiative to ensure faith in public decisions and to involve people in the decisions that affect their lives
- streamlining and integrating government to improve capability and performance
- continuing to partner with the Commonwealth, other state and territory governments, citizens, and communities to deliver results for South Australia.

VISION

We provide service and value to all South Australians

PURPOSE

To drive decision making and actions that position South Australia as a place where people and business thrive

VALUES

The Public Sector values underpin everything we do and guide our behaviours

- Service • Professionalism • Trust
- Respect • Collaboration & Engagement
- Honesty & Integrity • Courage & Tenacity
- Sustainability

OBJECTIVES

Modern and responsive services

Indicators of success

- Digital by default
- Customer* centric
- Customer and client* satisfaction

Value creating

Indicators of success

- Lead critical policy decisions to deliver the best outcomes
- Engagement informs transparent and collaborative decision making
- Efficient and effective government

High performing

Indicators of success

- Our people are productive, agile and valued
- Recognised as an exemplar
- We benchmark, review and improve
- Innovative practices, systems and solutions

*DPC customers and clients:

- The South Australian community
- Customers who use our services, including: Service SA transactions, Freedom of information requests, congratulatory birthday messages or citizens involved in engagement and consultation such as citizens' juries or YourSAy
- Community and interest groups, including through the Smart State PC Program, Fund My Community or consultation
- Business through Service SA and Shared Services SA transactions, procurement, opportunities for international partnerships, investment and markets, opportunities for job creation
- Members of Cabinet, Ministerial and Electorate Office staff
- South Australian public sector – employees, executives and agencies
- All sectors, other jurisdictions, non-government organisations



OBJECTIVES

Modern and Responsive Services; Value Creating; High Performing

MODERN AND RESPONSIVE SERVICES

STRATEGY	INITIATIVES/ACTIONS FOR 2016-18	OUTCOME
DIGITAL BY DEFAULT	<p>Develop and implement the transformative digital licensing project, mySA GOV</p> <p>Deliver a new Cabinet Office Online portal</p> <p>Update the state's procurement portal technology</p> <p>Lead the digital transformation of government services through the Digital Government Action Plan</p>	<ul style="list-style-type: none"> ➤ Modern and convenient ways to transact with government ➤ Focus shifts from process to decision making and results ➤ Improved efficiency and productivity for government and suppliers ➤ Government services are simple, access is easy and smart
CUSTOMER CENTRIC	<p>Use customer research and feedback for designing or improving programs and services</p> <p>Continue to implement the Service SA online strategy</p> <p>Improved customer access to services</p> <p>Transform the website experience across government</p>	<ul style="list-style-type: none"> ➤ Services meet customer needs and are easy to access ➤ More services online; Straight-through processing solutions ➤ Extended opening hours and choices in accessing services ➤ Agency information is easier to navigate, increased use of smart forms
CUSTOMER AND CLIENT SATISFACTION	<p>Embed Customer Quotient (CQ) strategy across government to benchmark customer experience and share best practice</p> <p>Implement CQ and the Common Measurement Tool across DPC</p> <p>Measure and analyse customer and client satisfaction to identify improvements</p>	<ul style="list-style-type: none"> ➤ Services and service delivery are improved and customer/client needs are met ➤ Services and service delivery meet customer/client needs ➤ A more responsive public sector



OBJECTIVES

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VALUE CREATING

STRATEGY	INITIATIVES/ACTIONS FOR 2016-18	OUTCOME
<p>LEAD CRITICAL POLICY DECISIONS TO DELIVER THE BEST OUTCOMES</p>	<p>Support the Premier in leading the reform and transition of the state's economy:</p> <ul style="list-style-type: none"> • Lead implementation of the 10 economic priorities to support South Australia being the best place to do business • Drive and coordinate government action to maximise economic opportunities and job growth • Coordinate the integration of sustainable energy policy and climate policy • Drive coordinated action across government to help achieve the target of Adelaide being the world's first carbon neutral city • Lead the government's international engagement efforts, with a strong focus on China and France, to deliver diplomatic partnerships and commercial outcomes <p>Support the Premier and Cabinet in ensuring South Australia is a place where people thrive:</p> <ul style="list-style-type: none"> • Mobilise social agendas for domestic violence and Indigenous small business • Provide whole of government leadership to support the response to the Child Protection Systems Royal Commission • Drive delivery of key innovative projects including: a trial of social impact investments, implementation of public value reforms and identification of digital solutions to keep women safe • Negotiate the best possible outcomes in forums and initiatives involving the Commonwealth, and other state and territory governments 	<ul style="list-style-type: none"> ➤ State's economic growth ➤ South Australia is a place where business thrives ➤ Reliable supply at a reasonable cost ➤ Development of a clean tech industry and job creation ➤ Job creation and growth in trade and investment in South Australia ➤ Fair and just society ➤ A safe South Australia ➤ Government delivers best outcomes and value ➤ Progressive reforms and secure funding



OBJECTIVES

Modern and Responsive Services; Value Creating; High Performing

STRATEGY	INITIATIVES/ACTIONS FOR 2016-18	OUTCOME
<p>ENGAGEMENT INFORMS TRANSPARENT AND COLLABORATIVE DECISION MAKING</p>	<p>Increase engagement with citizens to inform policy development and decision making through initiatives such as YourSAy, GovChat, and Reforming Democracy programs</p> <p>Drive cross agency collaboration and shared problem solving through the Senior Management Council</p>	<ul style="list-style-type: none"> ➤ Citizens have a voice in government decisions ➤ A more responsive, innovative and collaborative public sector
<p>EFFICIENT AND EFFECTIVE GOVERNMENT</p>	<p>Implement the updated State Emergency Management Plan</p> <p>Implement a more contemporary ICT foundation which will modernise the public sector; harmonise technologies; and change the way government does business</p> <p>Improve the government's ICT security response capability</p> <p>Embed the Public Value framework as the consistent planning, monitoring and accountability framework for government</p> <p>Make government regulations and decision-making faster and more efficient</p> <p>Lead whole of government communications in support of the Cabinet endorsed SA Government Communications Plan</p> <p>Complete the payroll reform project to standardise and automate the processes used to pay most South Australian Public Sector employees</p> <p>Drive the development of a systematic approach to data sharing across government and improve data analytics to inform policy and service design</p> <p>Innovative whole of government digital solutions</p>	<ul style="list-style-type: none"> ➤ A safe South Australia ➤ Government ICT keeps pace with the way people work and do business ➤ Systems are resilient and safe ➤ Government delivers best outcomes ➤ Doing business with government is quick and easy ➤ Community awareness of key government messages ➤ Productivity and efficiency, paper-based processes eliminated ➤ Decisions informed by sound evidence ➤ Efficiency in handling, storing and accessing information, for example document scanning



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HIGH PERFORMING

STRATEGY	INITIATIVES/ACTIONS FOR 2016-18	OUTCOME
OUR PEOPLE ARE PRODUCTIVE, AGILE AND VALUED	<p>Maximise DPC workforce performance through business intelligence and contemporary, innovative human capital management approaches</p> <p>Develop the Modern Public Sector Workforce Strategy</p> <p>Embed the Public Sector Values across government</p> <p>Revitalise the Government's approach to employee performance management and development</p>	<ul style="list-style-type: none"> ➤ Best people focussed on quality results ➤ Responsive and dynamic public sector ➤ Strong public sector cohort serving South Australia well ➤ Public sector staff are accountable and have the necessary skills
RECOGNISED AS AN EXEMPLAR	<p>Establish DPC as the exemplar for leadership, collaboration, implementation and delivery of government policy and programs</p> <p>Build digital business transformation capability across government</p> <p>Establish a DPC Project Management Office to support effective decision-making and the delivery of measurable public value</p>	<ul style="list-style-type: none"> ➤ Uptake of DPC approaches across government ➤ Cost-effective improvements are quickly applied ➤ Improved transparency, accountability and performance
WE BENCHMARK REVIEW AND IMPROVE	<p>Test and implement a comprehensive business operating model across DPC and explore uptake by other agencies</p> <p>Align DPC culture to delivering improved and sustained performance</p> <p>Lead an organisational capability review and improvement program pilot</p>	<ul style="list-style-type: none"> ➤ Efficiencies and improvements shared across government ➤ Reputation for capability and consistent achievement ➤ Benchmark established for improving government performance
INNOVATIVE PRACTICES, SYSTEMS AND SOLUTIONS	<p>Deliver effective services while making productivity gains, savings and efficiencies</p> <p>Drive public sector reforms</p>	<ul style="list-style-type: none"> ➤ Resources well managed; DPC delivers value for money ➤ Modern, responsive public sector

