

SERVICE PRIORITY REVIEW

INTERIM REPORT TO THE WESTERN AUSTRALIAN GOVERNMENT – OVERVIEW

SERVICE PRIORITY REVIEW

The Service Priority Review is one of several measures by the State Government to create a high-performing and collaborative public sector that delivers better services to the Western Australian community.

Other measures are machinery of government changes, Sustainable Health Review, Special Inquiry into Government Programs and Projects and CEO Working Groups.

The Service Priority Review interim report signals directions for reform that will be developed into recommendations in a final report to the State Government in October 2017.

OPPORTUNITIES

- High level of professionalism in public sector
- Commitment to integrity and public service values
- Excellent examples of collaboration, innovation and reform
- Widespread agreement about what needs to change

DRIVERS FOR CHANGE

- High cost sector compared to other jurisdictions
- No evidence we are getting better outcomes
- Focus on process over outcomes
- Fragmentation and duplication contributing to high cost of doing business
- Silos and risk aversion

DIRECTIONS FOR REFORM

1

Building a public sector focused on community needs

- Deliver better services through digital transformation
- Adopt a whole of government approach to transactional services
- Recognise community needs in designing and delivering services, especially for regional and Aboriginal communities
- Design and implement good quality regulation
- Introduce whole of government targets

2

Enabling the public sector to do its job better

- Discard counterproductive rules and processes
- Get better value from procurement
- Link data and share information for better outcomes
- Clarify the accountability and governance framework for government trading enterprises

3

Reshaping and strengthening the public sector workforce

- Create a unified sector
- Move to a simpler and more effective employment framework
- Develop a high performance workforce

4

Strengthening leadership across government

- Strengthen central agencies' roles as facilitators
- Focus agency leadership on cultural change
- Use functional leadership to drive best practice in ICT, human resources management and regulation
- Improve incentives and accountability for performance

WHOLE OF GOVERNMENT TARGETS

Whole of government targets can focus the public sector on the State's most critical issues and ensure government agencies work together to address them.

The Service Priority Review recommends the State Government introduce a whole of government targets framework, and selects a small number of targets.

The Premier, Ministers and public sector leaders to have responsibility for leadership, transparency and accountability in achieving the targets.