

Change Impact and Actions

The way a person or group may be impacted by the change and the actions you will take

Consider engaging with SMEs to complete this assessment

What must change?	The way things are now	How things will change	How things will be	Change impact	Support or resistance	Skills and knowledge needed	Actions and responsibilities
What will the change have an impact on? Suggestions below.	How do things currently operate or what does it look like right now?	What specific aspects of each impacted group or individual's job will be different?	How will things be different from the current state?	Low/Medium/High Refer to the 'scale of change' table below.	Will the change be supported, or will there be resistance? Are there any obstacles that may prevent the change from happening?	What skills and knowledge must be developed to thrive in the desired future state?	Identify any gaps between where the organisation is and what is needed. Who is responsible for action?
Processes							
Systems/Tools							
Positions							
Workload Is there capacity for added work? Can current work be reprioritised?							
Reporting structure							
Location							
Culture Values, feelings, beliefs, relationships							

Other sections in council E.g., Customer service scripting							
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Scale of change	Definition
None / insignificant	Activity has no change components
Low	Change that is consistent with the current state and way of working. Existing skills and capabilities are sufficient to easily adapt to future state. Some processes may require an update with information to be shared as required.
Medium	Change impacting multiple processes, roles, systems, people, and teams requiring dedicated change support to develop ability to transition to future state.
High	Change which challenges the existing operating model, culture, customer experience; that may result in a position redesign, team redesign, organisational restructure, relocation, behavioural change, or major realignment that requires substantial change support to successfully transition to the future state. The scale of change can be significant even if it impacts one person or one process.