

Achieving better government service delivery for citizens

How do we work beyond our vertical public service accountabilities to rapidly deliver joined up, citizen-centric services?

DRAFT

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New Zealand Government

1 BEGIN with the CITIZEN at the centre

Arrive at a genuine citizen view by including them from the outset on the design and delivery journey to uncover and address their pain points



People have easy access to public services which are designed around them, when they need them

2 IDENTIFY opportunities for cross AGENCY value

Look for the opportunity to design integrated services over individual agency services and target the greatest immediate value from cross agency efforts

Agencies are usually focused on vertical pressures and have little systemic pressure to work horizontally

BARRIERS to cross-agency service delivery include:

- Lack of system-wide prioritisation
- Agency benefits and costs before system benefits and costs
- Insufficient data sharing
- Inconsistent change approaches



3 LEVERAGE our unique cultural strengths

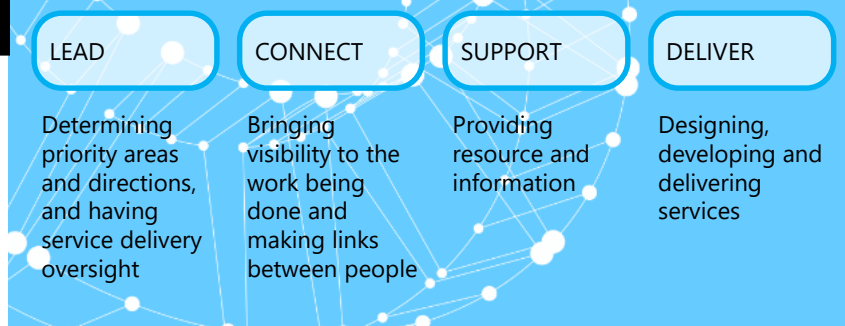
At the heart of cross agency success lie our unique national strengths and differences:



Culture

4 AGREE cross-agency accountabilities

A collaborative culture will display the wisdom to agree accountabilities, deciding the right mix for the right time



Collaboration

SYSTEM: The critical foundations for accelerating joined up services delivery

There are **THREE INSEPARABLE TIERS** in the public service system that enable and contribute to successful joined up services:

AUTHORISING ENVIRONMENT

Agencies have incentives and accountabilities that are tied into collective outcomes and joined up delivery

How do we prioritise, commission and lead cross-agency service delivery?

A CULTURE OF COLLABORATION

A pool of agency and cross agency expertise is consistently able to secure long term resources through to service completion and operates in a collective mindset

How do we ensure everyone is on board?

DELIVERY

Agencies have change processes which support the involvement of multiple agencies and include both inhouse and joined up delivery efforts

How do we quickly deliver better services into the hands of citizens?

Weighting of the three elements will vary, but every successful cross-agency delivery initiative will require buy-in and contribution across all levels

AN EFFECTIVE AUTHORISING ENVIRONMENT ...

... supports leadership to work collectively

... and is evidence for authorisation

... is a mandate for teams to work together better

A CULTURE OF COLLABORATION ...

... provides a reason to collaborate ...

... with an expectation of delivery

... enables joined up delivery

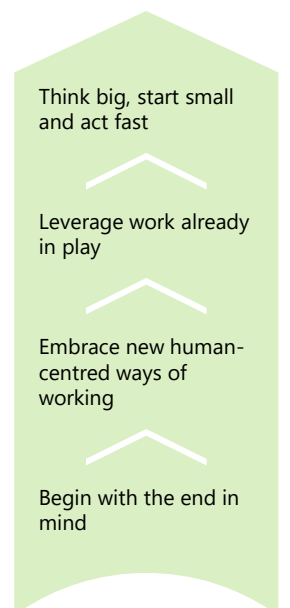
DELIVERY DEMONSTRATES TANGIBLE PROGRESS, ...

Arriving at a PROGRAMME OF WORK

1. Integrated services
2. Digital transactions
3. Proactive delivery

4. Information sharing
5. Digital identity

Foundational elements



5 START

Looking for rapid, incremental and accelerated service delivery