

**Submission
No 27**

**A FRAMEWORK FOR PERFORMANCE REPORTING AND DRIVING
WELLBEING OUTCOMES IN NSW**

Organisation: Eovia Corporation Pty Ltd

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Alison Buskens
Committee Manager

RE: A submission A framework for performance reporting and driving wellbeing outcomes in NSW

Please find following our submission to the inquiry referred to the Public Accounts Committee by the Minister for Finance established to look into an effective framework for reporting on the performance of NSW Government services and driving wellbeing outcomes for NSW residents.

We thank the Committee for allowing us to make this submission and we look forward to discussing this further in the public forums/committees

The Performance and Wellbeing themes and framework is a strong addition to the outcomes framework and will allow the Government to benchmark its delivery of services and track the overall quality of life of the people of NSW. This is a significant and ambitious initiative that introduced and embedded will be a new standard of planning and execution in government anywhere in Australia.

The Framework will support prioritisation and accountability for the achievement of the goals the government sets, and the departments deliver against. The framework will bring together the evidence to make necessary reforms to drive efficient service delivery and innovative new programs. The indicators as suggested are a very solid foundation and we have prioritised these using the online questionnaire.

A key requirement for success is the ability to roll up different program outputs and outcomes at a department level to the Performance and Wellbeing indicators. Aligning initiatives, service outputs, programs, outcomes, and wellbeing indicators to support collaboration while

enabling greater transparency and accountability will be key to the success of this initiative. This will require the planning work to be formulated and deployed against a consistent methodology across government. Deploying the plan down through departments as well as facilitating the effective alignment and collaboration between departments.

Current practise for outcomes planning, deployment, management and monitoring are manual. There is no consistent take up of this core process. Success of proposed new approach will need to address current practises with a technology platform to bring this core process into a contemporary way of working. This way of working will also require a cultural shift and capability uplift in many areas as it will challenge traditional operating norms. This way of working means elevating thinking and mindsets to higher order outcomes but it will also need strong systems and process to hold it together so collaboration does not manifest in confusion and lack of accountability for delivery.

This is the domain Eovia, an Australian organisation, specialise in. We have deep experience and a patented outcomes planning and strategy management system that we could directly support this framework and enable this capability.

Our integrated technology and consulting support solution is specifically designed to support large scale, strategy and outcomes plan deployment, execution management, strategy leadership and cultural change.

- EoviaTRACE strategy management system underpins the strategy and planning process from formulation to execution to outcomes. EoviaTRACE, provides a single, integrated view into how the strategy and outcomes plans are deployed, measured and delivered for individual departments, across govt as well as teams and individuals.
- Our change and leadership coaching builds the communication and interpersonal skills to deliver the things that can't be achieved in silos. The complex, cross organisation and cross government work that requires skilled leadership and communication skills to navigate.

We would like the opportunity to participate in any public hearings to support this significant initiative and believe we could make a very practical and high value contribution. If you have any questions about our submission, please contact me personally.

Yours sincerely

Janet Hunter
Managing Partner

