

Premier McGowan releases the Final Report of the Service Priority Review

December 2017

Premier Mark McGowan today released the Final Report of the Service Priority Review. The Premier endorsed the report stating it has full Cabinet support while speaking at a CEDA event with Deputy Premier Roger Cook, Treasurer Ben Wyatt and Minister Alannah MacTiernan.

The Service Priority Review was a key election commitment set up to examine the functions, operations and culture of the Western Australian public sector. The review is central to measures by Government to reform the public service and repair the state budget.

Led by Chair Iain Rennie, a former New Zealand State Services Commissioner, the 3-person panel consulted extensively over 6 months with private and public-sector stakeholders.

The Report identifies 17 recommendations and 37 actions which the McGowan Government will implement throughout 2018.

Key recommendations include:

- Introducing whole-of-government targets to focus government agencies on the most complex and critical issues facing the community;
- Developing and implementing CEO performance-based remuneration and improved CEO performance management;
- Leveraging government procurement to reduce costs and improve outcomes for the community, including positive job creation benefits;
- Preparing 'umbrella' legislation to reform governance, accountability and oversight of Government Trading Enterprises to improve transparency and service delivery;
- Data-sharing legislation to facilitate increased data-sharing and smarter use of data to respond to community needs and to improve service delivery;
- Digital transformation to enable citizens to access government through multiple channels; and
- Strengthening the budget process to encourage a more collaborative government and focus on community outcomes.

The recommendations are grouped under 4 reform areas:

1. Building a public sector focused on community needs – putting issues of community priority at the forefront of everything the public sector does.

Recommendation 1: Introduce whole-of-government targets that will improve outcomes for the community

Recommendation 2: Improve the quality of engagement with the community to enable a sharper focus on its needs

Recommendation 3: Drive regulatory approaches that are risk-based and outcomes-focused

Recommendation 4: Increase online service delivery to provide multiple channels for delivering transactional services

Recommendation 5: Improve the coordination of service delivery in the regions

2. Enabling the public sector to do its job better – overhauling internal systems to allow the sector to carry out work more efficiently and in the public interest.

Recommendation 6: Strengthen data sharing and improve ICT performance and cyber security

Recommendation 7: Leverage government procurement to both reduce costs and improve outcomes for the community

Recommendation 8: Overhaul the budget system to focus on fiscal sustainability and support agencies to achieve outcomes for the community

Recommendation 9: Improve governance, accountability and transparency for public sector entities

3. Reshaping and strengthening the public-sector workforce – embedding better workforce practices to support a more agile and innovative sector.

Recommendation 10: Develop a shared public-sector workforce identity to support purposeful collaboration

Recommendation 11: Strengthen employee capability through better workforce planning and talent management

Recommendation 12: Modernise the employment framework to support employees and assist agency heads

4. Strengthening leadership across government – applying stewardship and continuous improvement to get the best performance out of agency heads and central agencies.

Recommendation 13: Redesign executive performance systems to clarify contemporary leadership expectations and to measure successes

Recommendation 14: Strengthen the capacity of central agencies to take on a sector stewardship role

Recommendation 15: Establish system-wide leadership to drive performance across common functions

Recommendation 16: Introduce a regular cycle of agency capability reviews to drive ongoing improvement across the sector



Implementation

Recommendation 17: Drive effective implementation of public sector reform and renewal by allocating responsibility for oversight and action

Further information

The full Service Priority Review Report is available [here](#).

The Premier's media statement is [here](#).

For further information, contact [Megan Anwyll](#) on +61 417 949 900