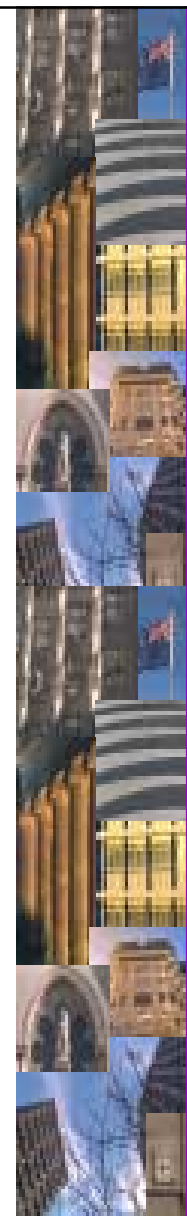


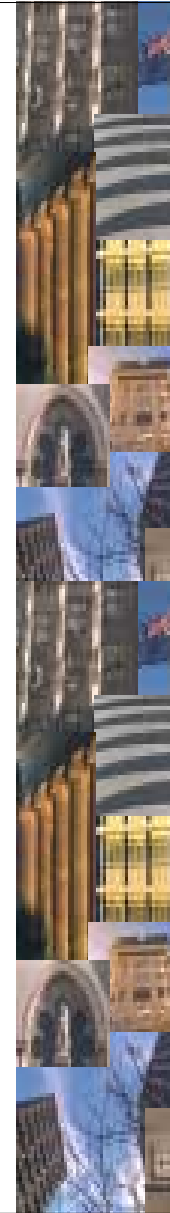
Minister of State Services  
Hon Trevor Mallard

Address to the Public Service  
Senior Management  
Conference 2001



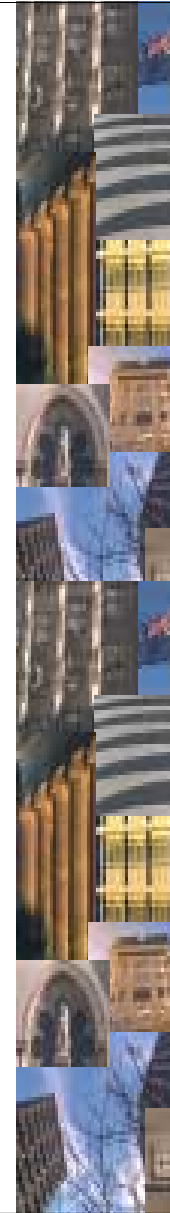
# A New Way of Thinking

- Social justice and fairness
- Innovation and economic development



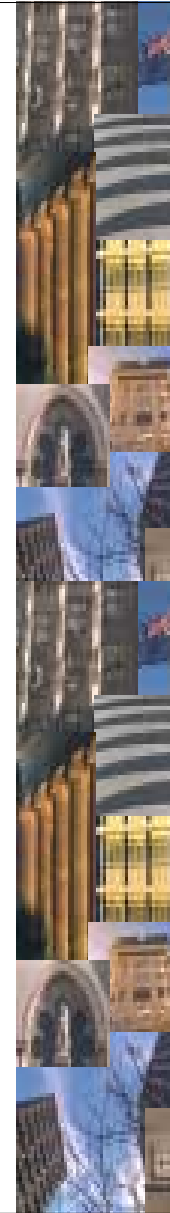
# Applying the New Approach

- ~~Centralisation~~
- ~~Decentralisation~~
- Collaboration



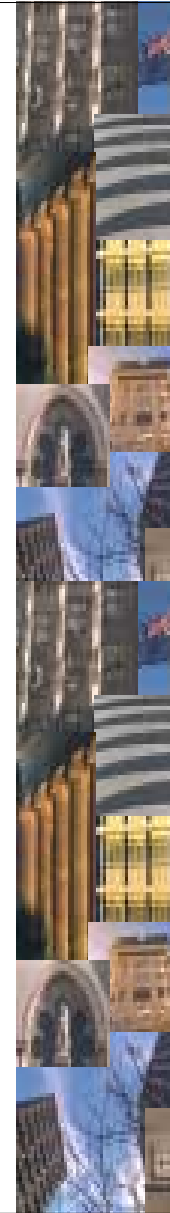
# A Public Service Pathway

- An effective and efficient operation that fulfills its core objective to serve the public
- A collaborative organisation that shares ideas and resources across agency lines
- Provides quality advice and innovative ideas to Government
- Contributes to improves NZ's performance domestically and internationally



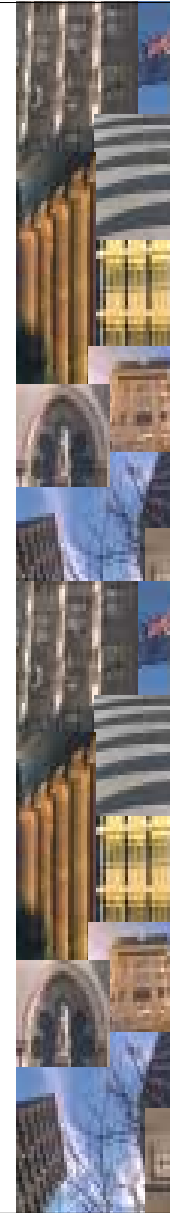
# Walking the Talk

- Practical steps to apply to improve performance
- Innovative ideas that make a real difference
- The importance of retaining core public sector values



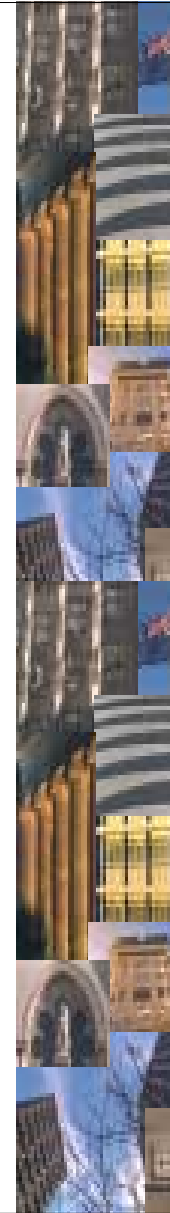
# First, a Bouquet ...

- Good progress is being made towards our goals
- Good work is being carried around around New Zealand
- Case studies will showcase our success stories



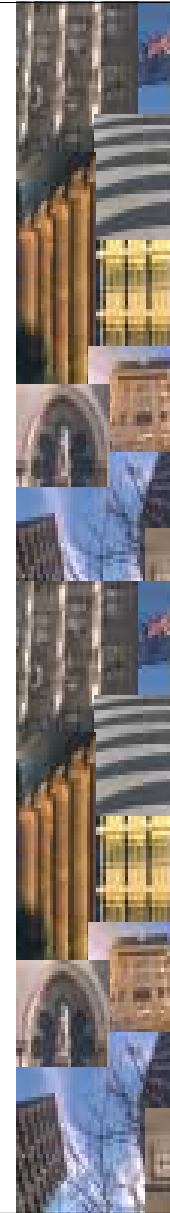
# But We Can Always Do Better

- Better contingency planning
- Early involvement of Ministers in the process
- Learn from mistakes
- Adopt a culture of fairness



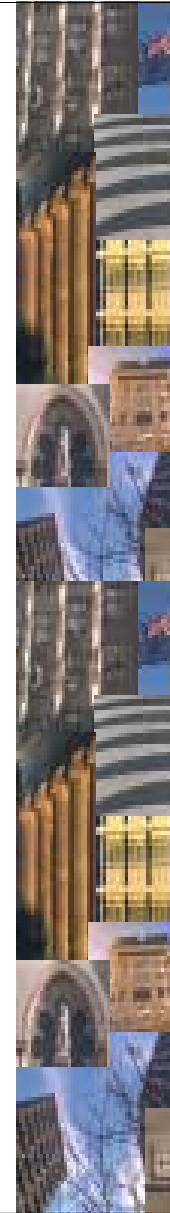
# Life Rarely Goes to Plan

- Plan for all eventualities
- Environments change
- Think about your options



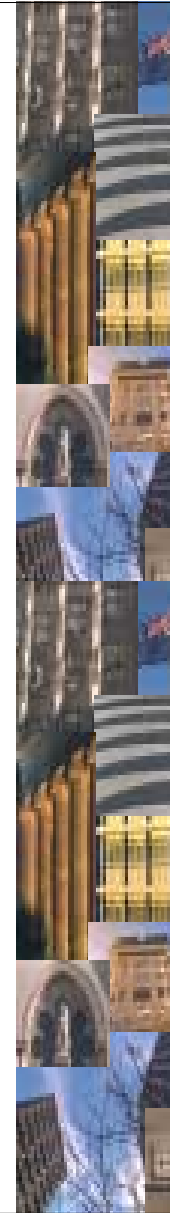
# Rough Diamonds Wanted

- Rough and ready advice welcomed
- Ideas first before the detailed plan is developed
- Be prepared for rejection
- Saves time and resources



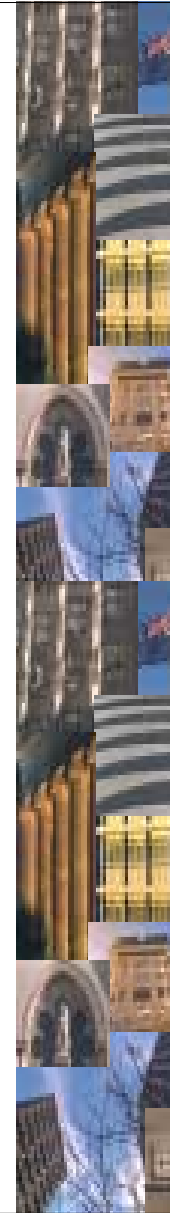
# We Will Get Things Wrong

- Become more tolerant of failure
- Turn mistakes into a learning experience
- Expect the unexpected



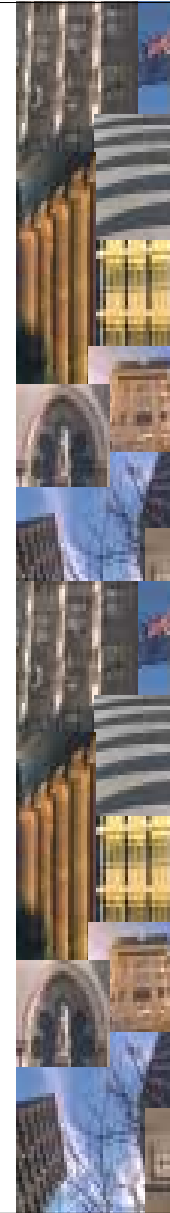
# Fair's Fair

- Promotion of a fair and just society
- Even-handed approach to all stakeholders
- Internal culture that applies the fairness test to decision making



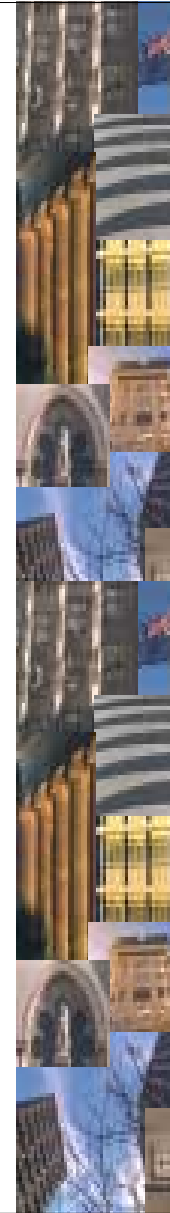
# Innovative Ideas Wanted

- Innovative thinking is necessary for New Zealand's growth
- Overcome the public sector barriers to innovative thinking
- Education Ministry examples



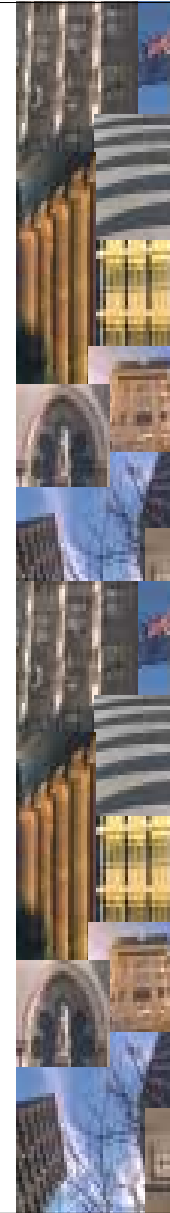
# The Tuhoë Education Authority

- Community-driven partnership between iwi and Ministry
- Promoted a new “flax roots” community structure
- Increasing knowledge and skills within entire community
- Computers in 40 homes



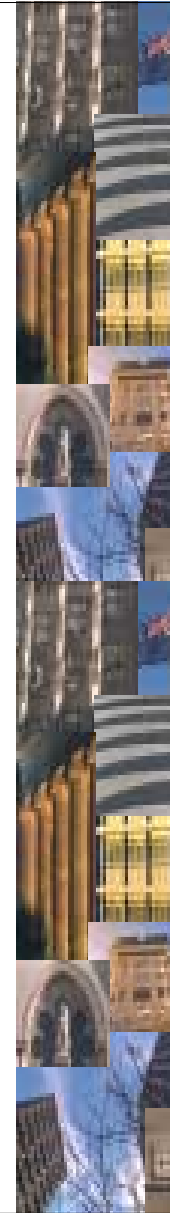
# He Awhiawhi Tamariki ki te Panui Pukapuka

- Reading recovery programme piloted in Rotorua
- Now in 54 schools
- Students show marked improvement in reading progress
- Flow on effects for parent tutors



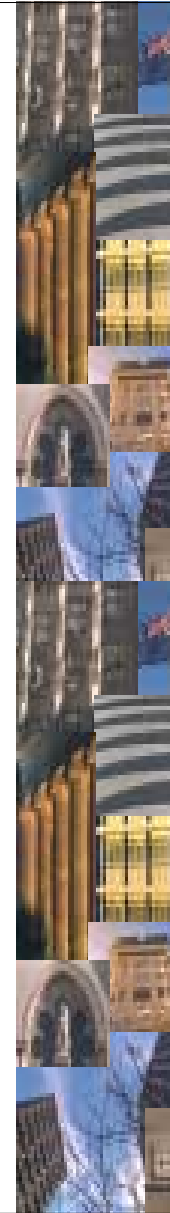
# What about e-government?

- Key strategy to improve capability and performance of whole public sector
- Big progress so far on building e-government ‘foundations’
- Now agencies are expected to start building on them
- E means everything and everybody. Everyone has to commit



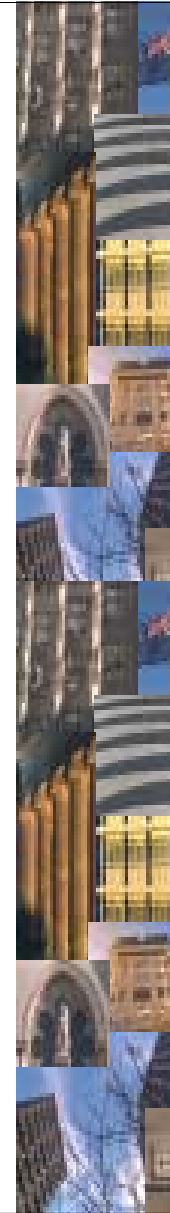
# It Is Not Always Easy

- Public sector problems can be complex and involve many issues
- Agencies should combine to recognise the problems and develop solutions to implementation
- Walking the talk involves all of us



# Don't Overlook The Need For Stability

- Citizens deserve a reliable public service
- Find a sense of stability and purpose through a shared set of values and standards
- Resources should be used wisely
- Decisions should be transparent and fair



# Finally, Take a Leading Role

- Educate staff to manage the innovation vs stability paradox
- Promote contingency planning
- Provide an environment that encourages ideas generation
- Walk the talk

