

Business Study Tour - March 2011

In March 2011, Queensland Government sent twelve managers on a Study Tour of best practice businesses across Australia, facilitated by Benchmarking Partnerships.

This document is the start of the return on investment of that trip. It is the learnings of one participant, inspired by the journey to **come back and think Big** across government.



My Big "Take Aways"



Where we went !

Day 1

- Snowy Hydro, Cooma (ACT)
- Child Support Agency, Canberra (ACT)

Day 2

- LeasePlan Australia, Melbourne (VIC)
- Farm Services Victoria, division of Department of Primary industry, Melbourne (VIC)

Day 3

- Mildura Rural City Council, (VIC)
- Mildura Development Corporation, (VIC)

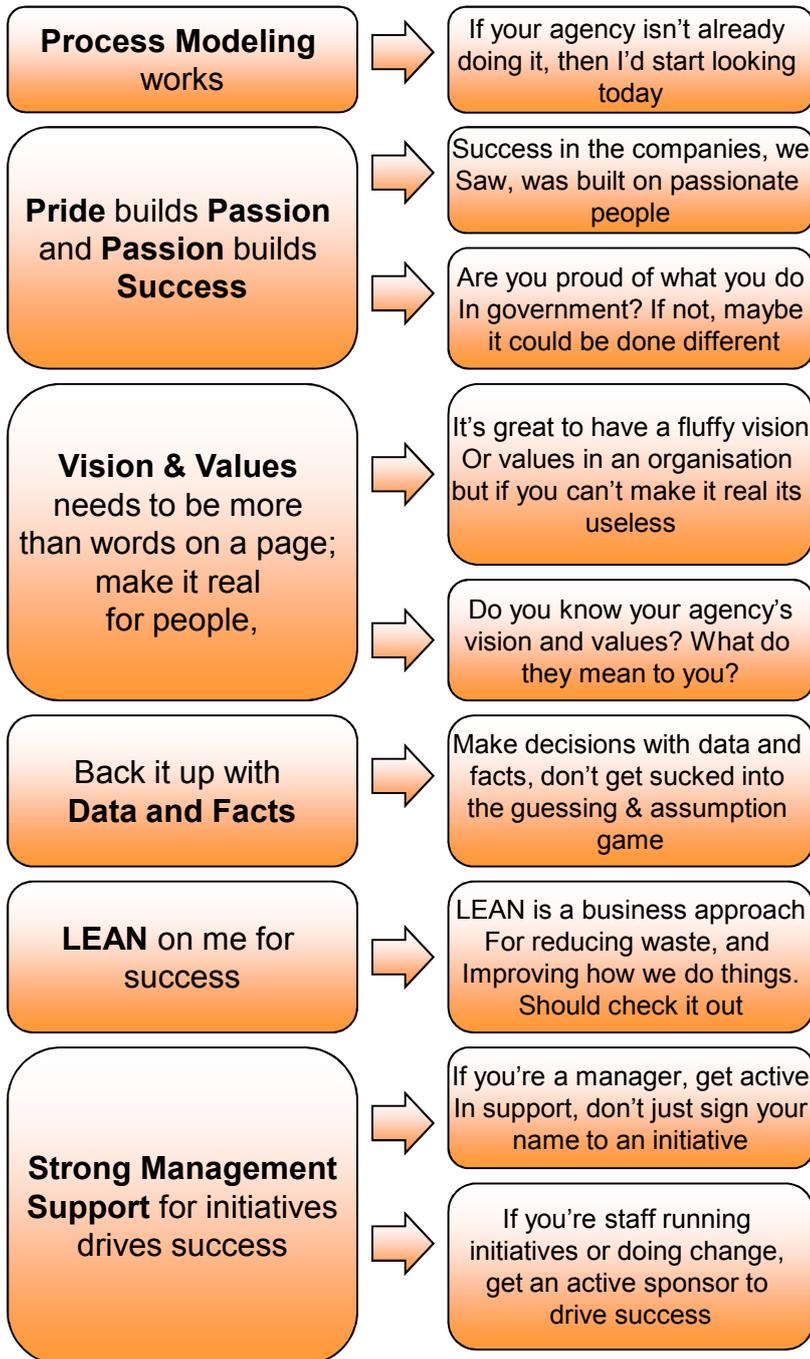
Day 4

- Department Families & Communities, Adelaide, (SA)
- Department of Education & Children's Services, (SA)

Isn't this all just common sense?

It is! there was no secret, no hidden skill or uniqueness that drove success/ best practice. If it is so simple, then why, in government, do we make it so hard? **Can you change things?**

Even more Big “Take Aways”



Bottom line is all government agencies can/are doing some of this, but we can do more. All I ask is for you to “think Big” in government. The single thing that can make all the difference is you! So please get on board!

A sample of what we actually saw

LeasePlan’s “Our new strategy poster”

LeasePlan had a competition each year to depict the company's strategy as a creative poster. It got the staff involved and had some great results

LeasePlan’s “Change is just a game”

LeasePlan used in-house board games played with executives and staff, to help check mindsets of staff before major change. It was creative and a winner in promoting visible management

Department Families & Communities (DFC) “Every course an accreditation journey”

DFC had a policy that every internal course they develop (such as induction) needs to be a contributor to a recognised accredited course. This simple and clever approach ensures DFC staff have industry recognised skills as they develop their careers

Department Families & Communities (DFC) “HR instructional videos”

Done by internal staff with a budget of \$5, these innovative clips highlight to staff and managers how to have HR conversations. This was just simple stuff we all can do

Victoria Department Primary Industry DPI “Innovation Fund”

DPI have a dedicated fund set aside for the development of innovative ideas. Available to everyone it helps the business access funds to research their ideas. The beauty of this fund is that even ideas that don't go ahead, as long as they have learnings are considered successful. This is exploring the edge of ideas not normally looked at in projects and it works great.