

Executive Compliance Capability at CMTEDD

Client

ACT Chief Minister, Treasury and Economic Development Directorate (CMTEDD)

The Directorate leads the ACT Public Service and provides strategic advice and support to Ministers and the Cabinet on policy, financial and economic matters.

Timeframe

May to September 2018

Responsibility

Whole delivery: analysed, designed and implemented the program of work

Areas of expertise

- training and education
- client-centred research and design
- governance and compliance

Scale



2,400 workers



80 senior executive leaders (all leaders in the Directorate)



1,000+ pages of legislative compliance requirements



complex and diverse risk profile

Project Description

Our client needed a practical way to refresh a critical conversation with executive senior management. The client wanted to re-educate their leaders about managing risks to their workers, based on legislative requirements, financial and person-centred wellbeing motivators.

The project supported of a whole-of-agency rollout of core safety management system components.

The client needed a specific, tailored education programme, detailing the responsibilities for exercising Due Diligence (based on legislative requirements).

The client especially wanted to provide functional, practical tools and methods to assist leaders in meeting their responsibilities.

Approach

We delivered a capability programme for the ACT Government, to increase compliance for senior leaders in meeting their regulatory requirements.

The programme was designed to have participants self-identify gaps between their current and desired state, in a detailed manner. Participants were guided through an exploration of the barriers and motivations, to close the gap from an individual perspective. The programme then focussed on a self-assessment to develop an achievable personalised action plan.

“ It was great, you made safety fun and interesting. ”

ACT WorkSafe Commissioner

Cyntropy used a strategic management methodology in the delivery of this service. This method assessed, developed and integrated capability across: people, systems of work, operational authority, tools and technology.

Our approach was agile and user-centred. We profiled the stakeholder cohort, developing user personas and over 200 user stories. We developed custom maturity assessments, capability roadmaps and "fast lane" fact sheets.

We used digital technology to enable the training, allowing the participants to complete their self-assessments via laptops/tables in real-time during the training. This also allowed real-time trend analysis across the cohort and meaningful group discussion.

Outcomes

Practical translation of legislative requirements into meaningful, tangible actions.

Self-identified capability assessment and tailored, individual action plans for all participants.

Capability maturity data captured at first contact (allowing meaningful program measurement).

Key internal service providers had immediate access to insights about their stakeholders and could tailor interventions and communications.

ACT Head of Service and the ACT WorkSafe Commissioner attended the program.

