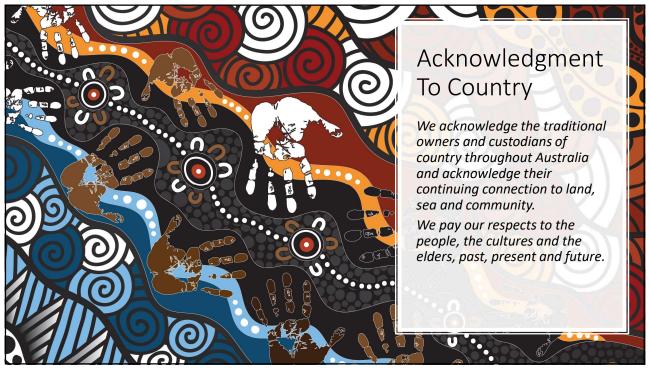


1



### Strategic Outcomes

Powerfully communicate your accountability and what will be delivered.

Swiftly make strategic decisions using DGR's innovative results oriented models.

Cascade plans seamlessly across levels.



3

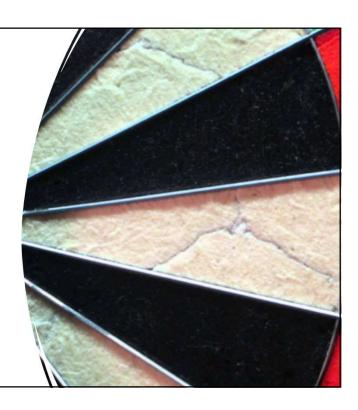
### Results Oriented Objectives

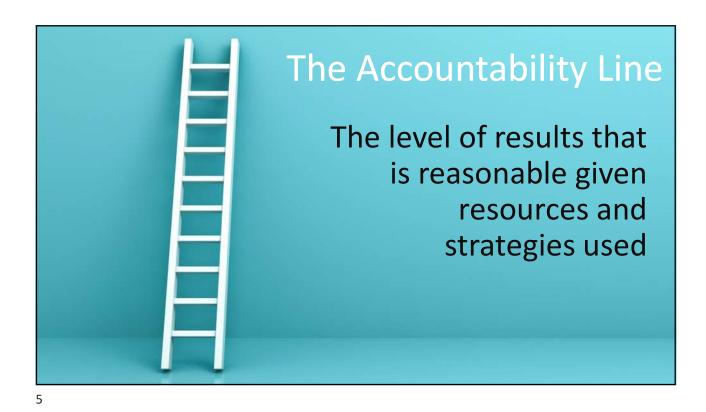
Express as outcomes, rather than strategies

Set at the accountability line

#### Two choices:

- Directional
- Target and date





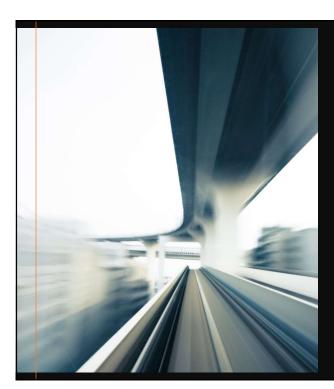


#### **Program Types**

Service / Product Provision

#### Behaviour Influence

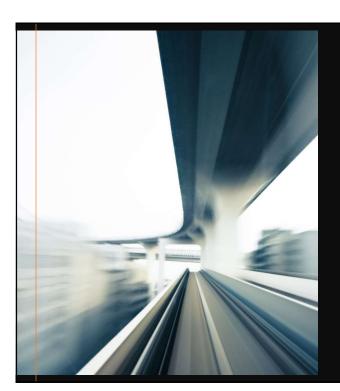
- Educative (mass media)
- Advisory (training, consultancy services, advice)
- Case management (individualised)
- Regulatory (fines, jail)



#### What Program Type?

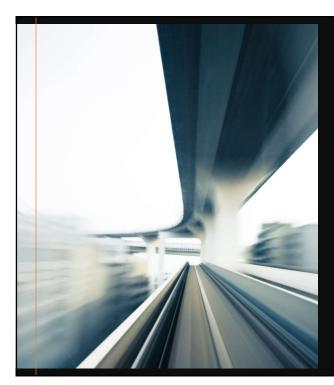
Public transport

7



#### What Program Type?

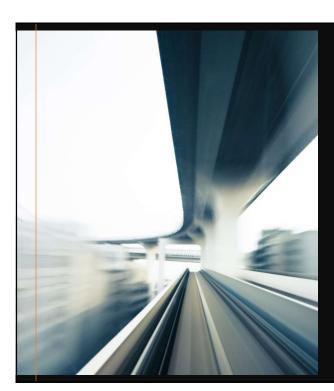
Drink driving mass media campaigns



#### What Program Type?

A group works in central government, helping government agencies develop high quality plans and KPIs. They provide training, consultancy services and advice.

9



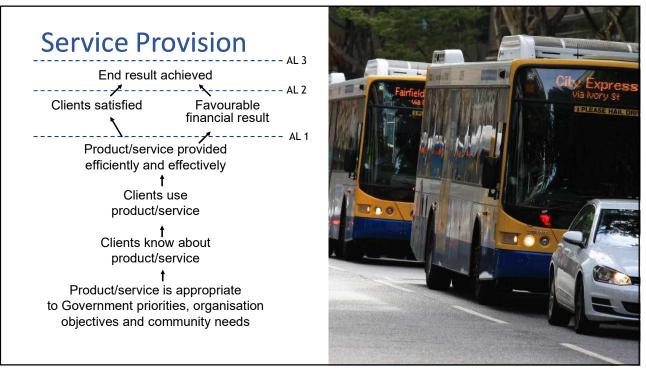
#### What Program Type?

A group works in regional areas.

They visit farms and farmers, conducting inspections and investigations about biosecurity, animal welfare and farm chemical issues.



11



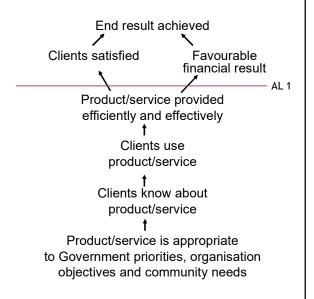
#### Level 1 accountability line:

To cut the cost of service delivery by 20% by 1 October 2025.

#### An example of an objective about equity:

To increase use of our services by indigenous clients by 15% within this financial year.

#### **Service Provision**



13

#### **Examples**

#### Level 2 accountability lines:

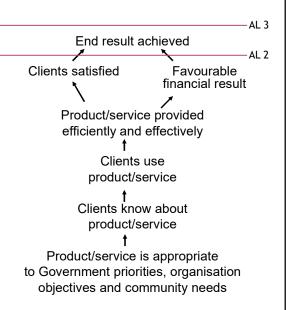
To deliver a dividend of \$x to Government by 30 June 2025.

To achieve an average client satisfaction rating of 85% in each of our development programs.

#### Level 3 accountability line:

Reduced traffic congestion and improved air quality in metropolitan areas.

#### **Service Provision**





#### Level 1 accountability line:

Increased awareness of electoral rights and responsibilities.

#### Level 2 accountability line:

Increase the immunisation rate of infants. Target: 85% by 30 June 2025.

## Program specific outcome Changed behaviour Changed knowledge Changed attitudes Increased awareness

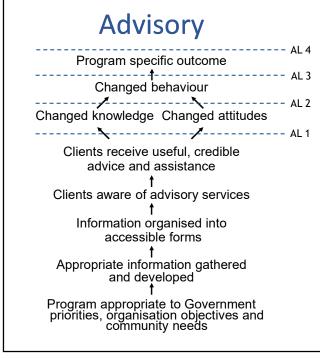
**Educative** 

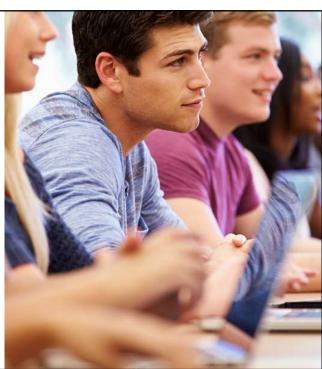
Clients exposed to information

Information organised into accessible forms

Appropriate information gathered and developed

Program appropriate to Government priorities, organisation objectives and community needs





17

#### **Examples**

#### Level 1 accountability line:

Clients receive useful, credible advice and assistance about soil conservation practices.

#### **Advisory**

Program specific outcome
Changed behaviour
Changed knowledge Changed attitudes

Clients receive useful, credible advice and assistance
Clients aware of advisory services

Information organised into accessible forms

Appropriate information gathered and developed

Program appropriate to Government priorities, organisation objectives and community needs

#### Level 2 accountability lines:

Increase the percentage of farmers in the Riverina Region who view sustainable farming practices as essential to long-term success. Target: 25%.

Increase the knowledge, skills and capacity of indigenous communities to manage economic development.

# Changed behaviour Changed knowledge Changed attitudes Clients receive useful, credible advice and assistance Clients aware of advisory services Information organised into accessible forms Appropriate information gathered and developed Program appropriate to Government priorities, organisation objectives and community needs

**Advisory** 

19

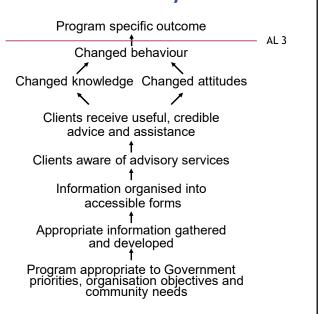
#### **Examples**

#### Level 3 accountability lines:

Increase the adoption of sustainable farming practices within the Riverina Region.

Reduced land clearing by farmers in designated priority areas. Target: 50% reduction within 2 years.

#### **Advisory**



#### Level 4 accountability lines:

Improved water quality in the Murray-Darling water system.

Reduced concentration of nitrogen and phosphorus in the Murray Darling water system. Target: 25% reduction within 2 years.

#### **Advisory**

AL 4

Changed behaviour

Changed knowledge Changed attitudes

Clients receive useful, credible advice and assistance

Clients aware of advisory services

Information organised into accessible forms

Appropriate information gathered and developed

Program appropriate to Government priorities, organisation objectives and

community needs

21

#### **Case Management**

Reduced long term dependence and cost to Government and community

Life circumstances improve

Short term objectives progressively achieved

Selected program satisfactorily implemented/adopted

Realistic objectives set

Accurate identification of needs/ prospects of individual

Program appropriate to Government priorities, organisation objectives and community needs



#### Level 1 accountability line:

All children under the supervision of the region have a current case plan, by 1 October 2025.

#### Level 2 accountability line:

Clients achieve the objectives in their case plan. Target: 85% of clients within 18 months.

# Reduced long term dependence and cost to Government and community Life circumstances improve AL 2 Short term objectives progressively achieved The calistic objectives set Realistic objectives set Accurate identification of needs/prospects of individual Program appropriate to Government priorities, organisation objectives and

community needs

Case Management

23

#### Regulatory

Appropriate behaviour

Deterrence of violations

Conciliation Prosecution

Appropriate inspection/investigation

Appropriate licensing/registration

Appropriate legislation/regulation

Program appropriate to Government priorities, organisation objectives and community needs



#### Level 1 accountability lines:

Increased consistency of inspections and investigations by regional offices.

Reduced average cost of investigations. Target: 25% reduction by 1 July 2025.

#### Level 2 accountability line:

To achieve a compliance rate of 85% by 1 March 2025.

#### Regulatory



25

Objective (Step 1)
Efficient use of our water

Defining Success (Step 2)

Reduced household water use.

KPIs/Evaluation (Step 3)

% change and litres of water used by households.
Target: 155L per

person per day by 30 June 2025.