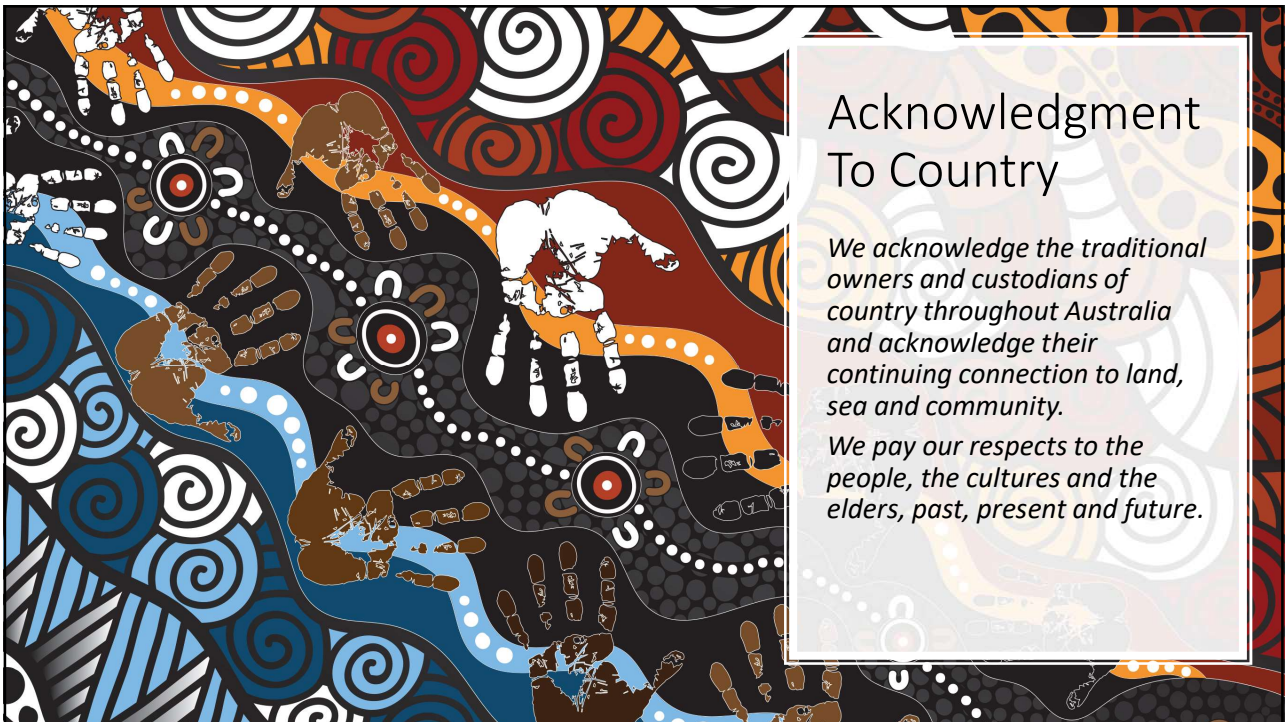




1



2

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

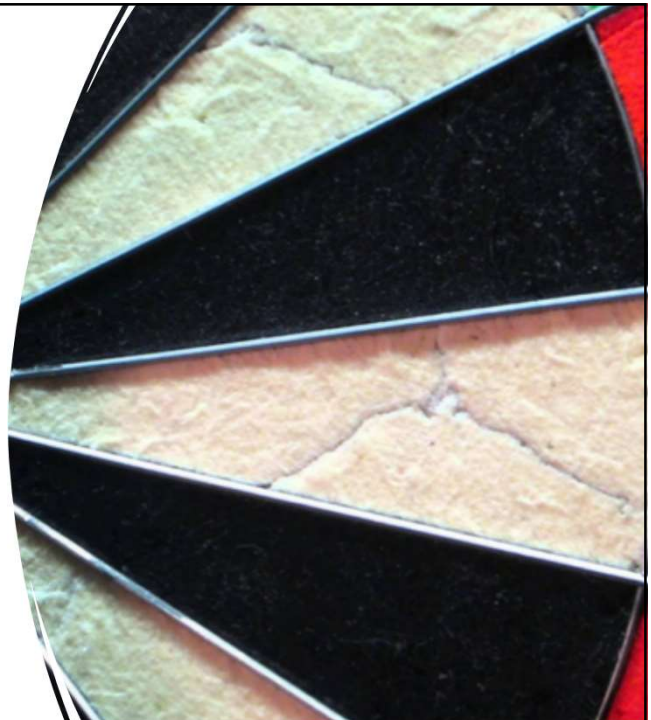
Results Oriented Objectives

Express as outcomes, rather than strategies

Set at the accountability line

Two choices:

- Directional
- Target and date



4



5



Program Types

Service / Product Provision

Behaviour Influence

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

6



What Program Type?

Public transport

7



What Program Type?

Drink driving mass media campaigns

8



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.

10

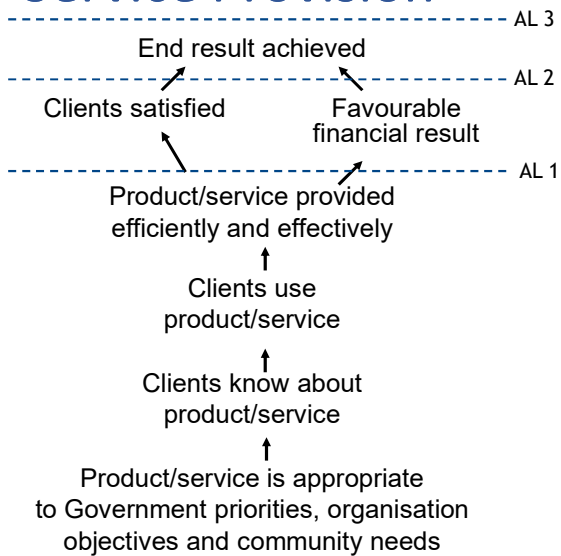
Your thoughts ...

What program (or programs) do you think you are running now?



11

Service Provision



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Examples

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

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Examples

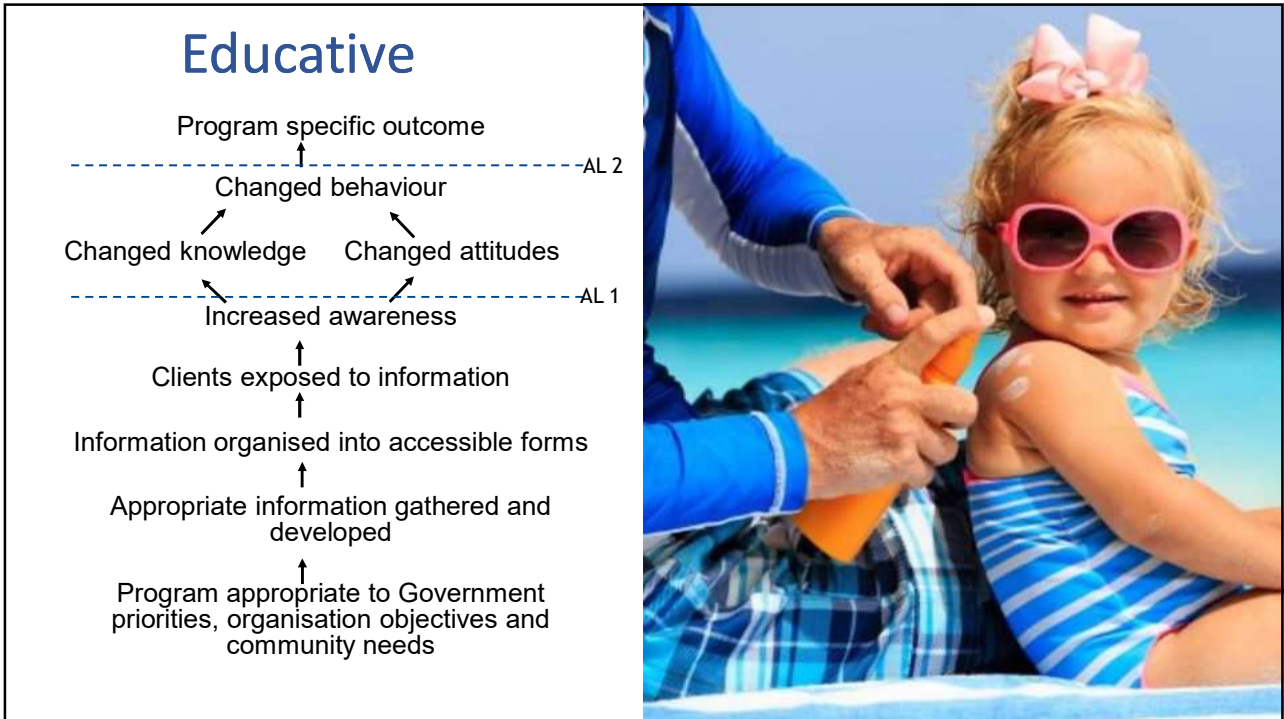
Level 2 accountability lines:
To deliver a dividend of \$x to Government by 30 June 2025.

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

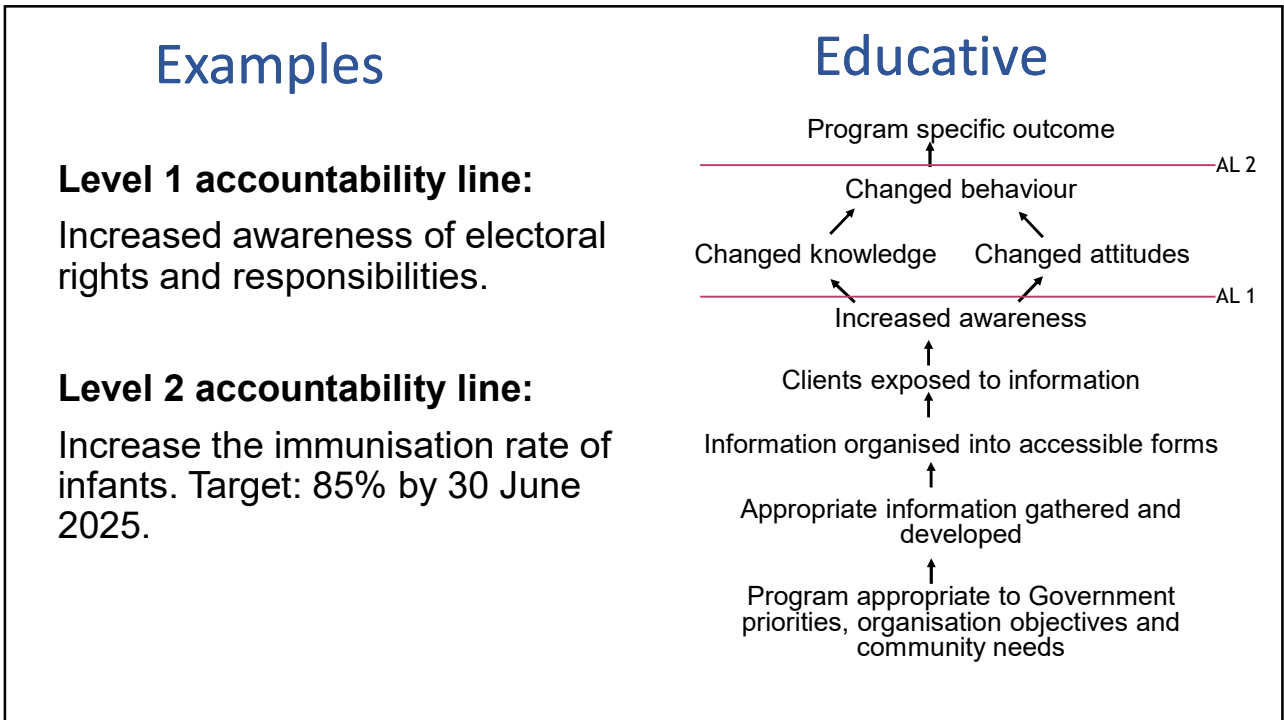
Level 3 accountability line:
Reduced traffic congestion and improved air quality in metropolitan areas.

Service Provision

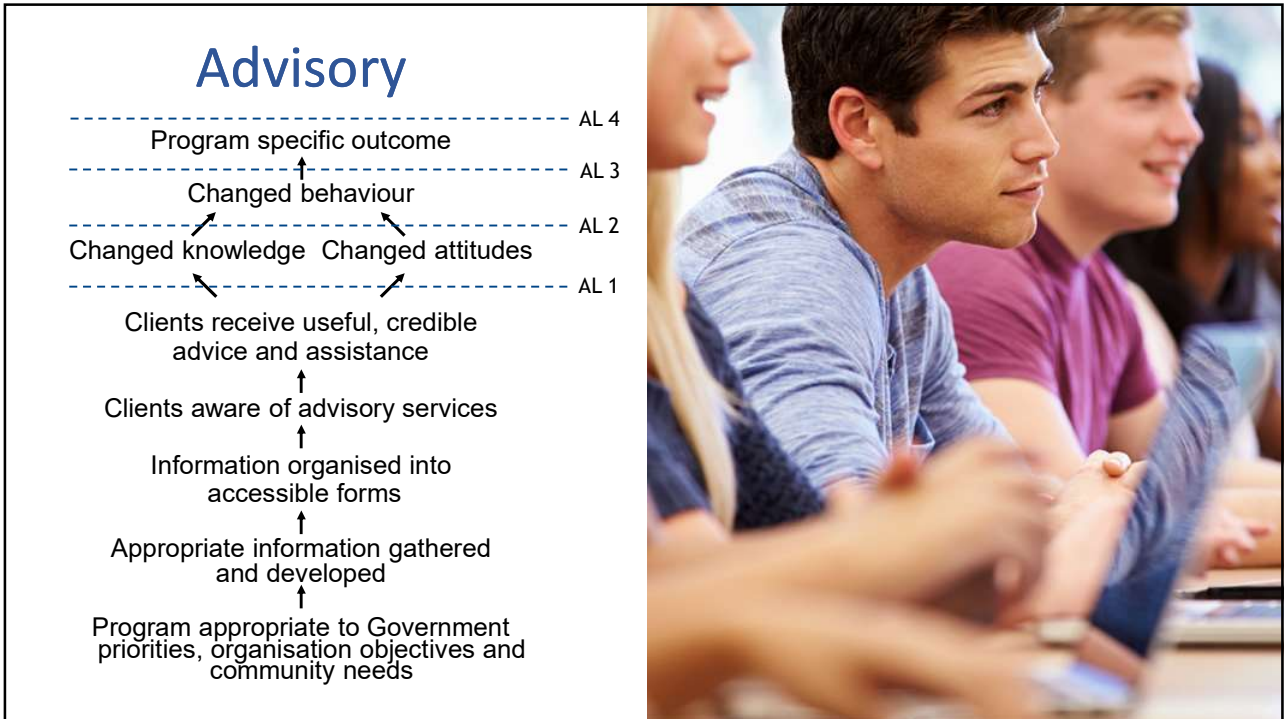
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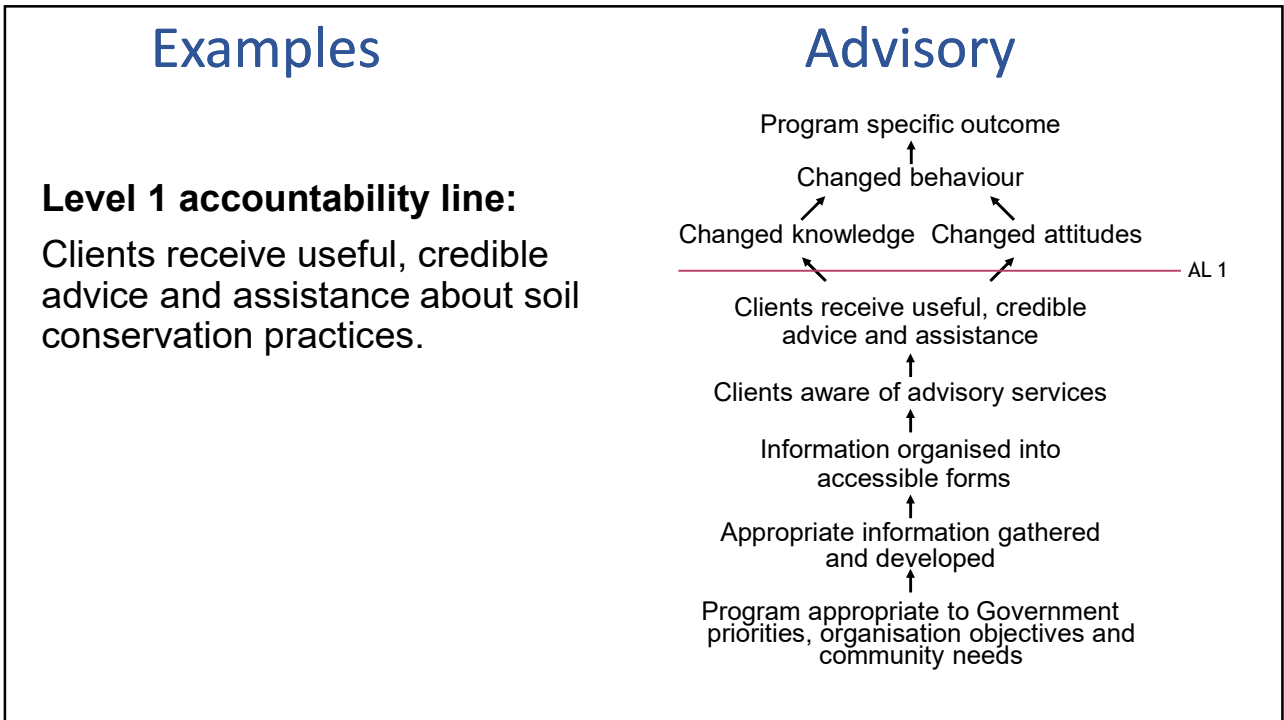
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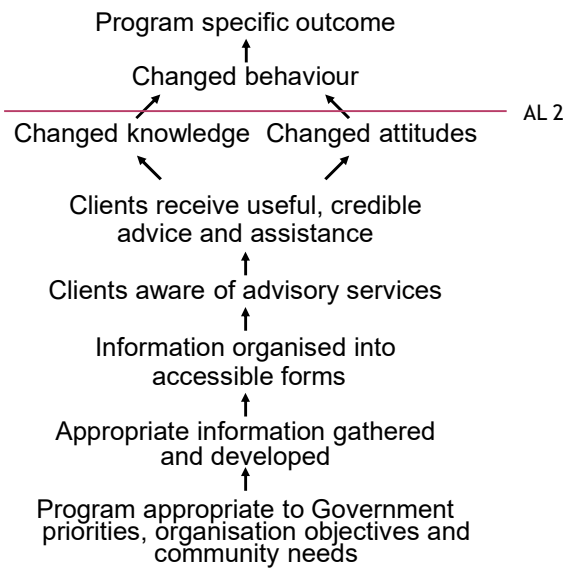
Examples

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.

Advisory



19

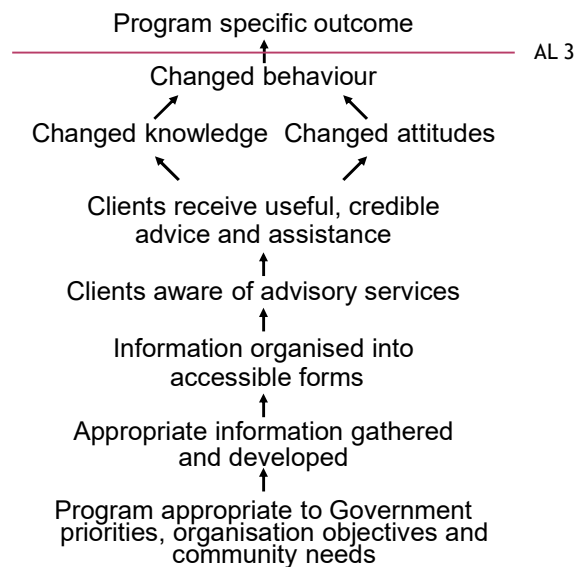
Examples

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



20

Examples

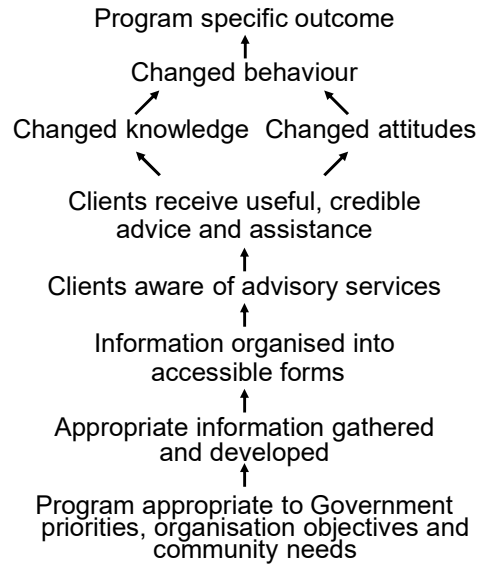
Level 4 accountability lines:

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



21

Case Management

Reduced long term dependence and cost to Government and community

AL 3

Life circumstances improve

AL 2

Short term objectives progressively achieved

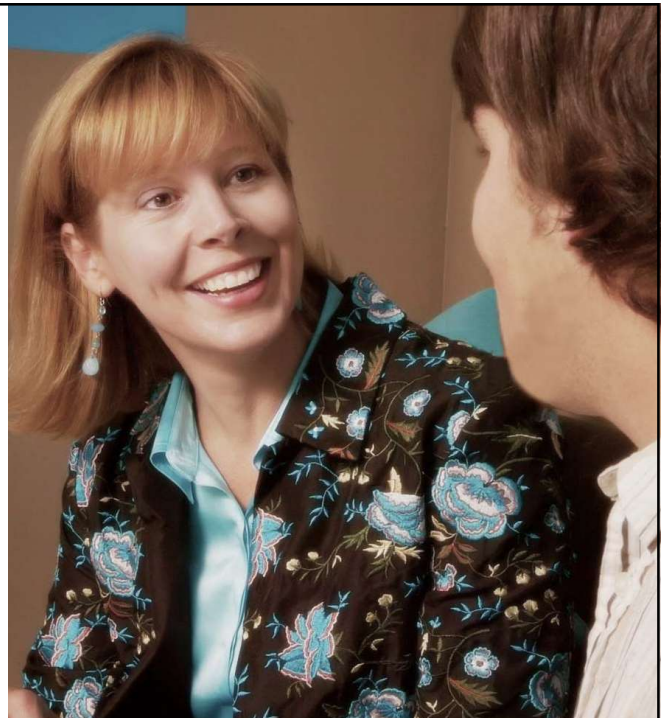
AL 1

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



22

Examples

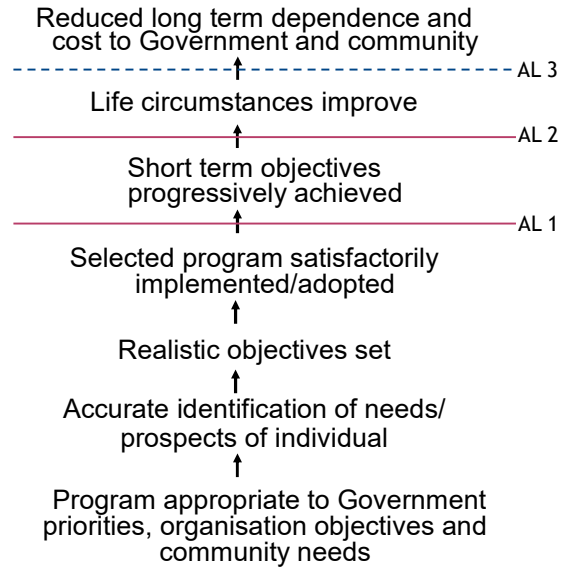
Level 1 accountability line:

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.

Case Management

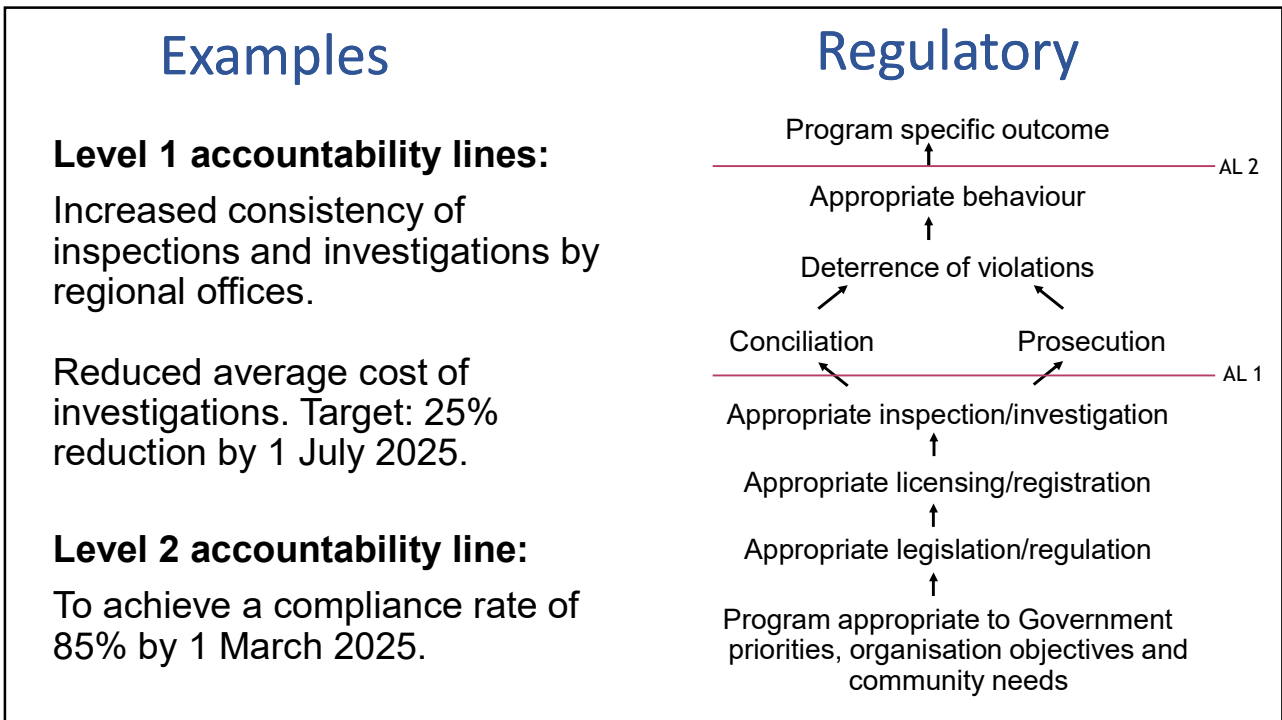


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Regulatory



24



25

Objective (Step 1)	Defining Success (Step 2)	KPIs/Evaluation (Step 3)
Efficient use of our water	Reduced household water use.	% change and litres of water used by households. Target: 155L per person per day by 30 June 2025.

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