



Case Study: State Government – Public Sector Governance (Australia)

The Challenge

Good governance in the public sector is the cornerstone for efficient and effective organisational performance and is underpinned by a number of accountability requirements. Systems and structures for governance need to be supported by effective leadership and organisational culture. In the context of the WA public sector, governance is defined as encompassing the systems and structures by which an organisation is directed, controlled and operated and the mechanisms by which it and the people within it are held to account.

Using Governance Manager

The challenge was to create a unified governance framework for the public sector that addressed all key obligations and was beneficial for a diverse group of stakeholders. In particular:

- design a whole of government good governance framework combining public sector with private sector principles
- enable agencies to simply measure and report their governance performance
- make it more than a ‘paper tiger’ by making it live through technology
- provide a range of supporting tools to make it happen

Governance Manager distributed the public sector governance framework for the Western Australian Government, to guide governance practices of 130+ agencies.

Outcome Achieved

- enhanced governance practices, greater transparency and improved competency
- demonstrated leadership through innovative and value added services that assist agencies to comply with legislation, standards and codes
- whole of government oversight of governance strengths and weaknesses
- improved delivery of public services

Customer Quote

“The Commission worked closely with Blue Zoo to develop a public sector governance framework. This was ground breaking work in Western Australia and an ambitious project to codify, benchmark and subsequently enhance standards across all Western Australian State Government departments, agencies and other entities. Over a period of two years, the project team met with a diverse array of stakeholders to not only develop a set of public sector governance principles, but to also develop a system for the systematic measurement of existing standards along with support for agencies to come up to a future benchmark to be set by the Commission.”

- **Penny Bird, Executive Director, Public Sector Practice**