A business led approach to transforming the delivery of Australian Welfare Services with SAFe
“Ongoing transformation is essential if the department is to continue providing excellent services to Australians.

We have already been on a long journey of continual transformation, by joining up services, simplifying processes and finding better ways to do things.

We’ve invested in new ways of working—new telephony systems, online services, virtual assistants and apps—all to improve how we deliver services to the people who rely on us every day.”

Renée Leon
November 24, 2017
Secretary, Australian Government
Department of Human Services
Who am I?

Sue Morrison
National Manager
Business Transformation Branch

Australian Government
Department of Human Services
Why SAFe?

Making our services and payments simpler

User ‘pain points’ – driving transformation on a large scale
Transforming welfare payments and services for students

Student Transformation
Agile Release Train (START)

- Executive support
- Cultural challenges
- Stakeholder engagement
- SAFe in a waterfall environment
- User Experience
- Iterative releases
- Achievements
Executive Support

Senior executive support was crucial in building a culture of innovation and ensuring lasting change.

Business and ICT General Managers shake hands at the end of a successful PI Planning session.
Cultural challenges

The department quickly realised the value of investing in high performing multi-disciplinary teams.

Staff from all department areas working together in one of our early PI Planning sessions.
Stakeholder engagement
Change management

Change impacts everyone:

- Service Delivery
- Programme Design
- Integrity & Information
- Technology Group
- Corporate Enabling

Business groups, divisions and business areas
SAFe in a waterfall environment

Traditional project management

versus

SAFe
User Experience - Customers

Putting our customers at the heart of everything we design, build, test and deliver.
User Experience - Customers
User Experience - Staff

Drawing on the expertise, empathy and experience of our staff to help all Australians.

Improving the user experience for our staff as well.
Iterative releases

One of our multi-disciplinary teams celebrating another successful release.

Using visual tools to track and manage feature releases.
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Achievements
Achievements

In the first 12 months, we released almost one new feature every week for students and staff.

Our Secretary encouraging a MDT.
Where are we now?

**START**

Student Transformation Agile Release Train *(START)*

*START winning the 2018 departmental award for ‘Innovative Solutions’.*

**JETT**

Job seeker Engagement and Transformation Train *(JETT)*

*JETT leaders preparing for take-off at the July 2018 Programme Increment Planning.*
What’s next?

- Students
  - April 2017
- Data & Analytics
  - December 2017
- Students
  - July 2018
- Students
  - October 2018 - 2022
- Job Seekers
- People with Disabilities
- Families
- Carers
- Older Australians
Continuous improvement
A business led approach to transforming the delivery of Australian Welfare Services with SAFe

Thank you

Any questions?

We are here!