



DEPARTMENT OF PARLIAMENTARY SERVICES

How DPS in NSW creates a Human Centred Workplace

Presented by:

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Welcome to our Human Centred Workplace Presentation



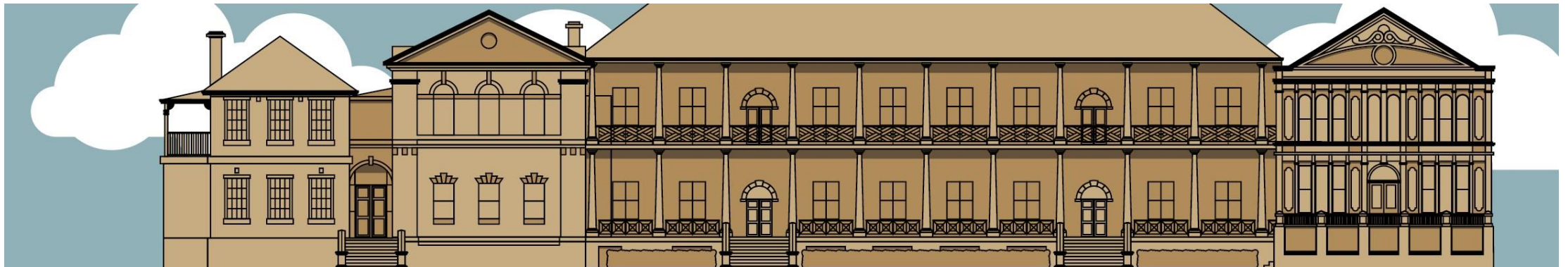
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Using three word's, write down an answer to the following question ...

**Why do you think a
Human Centred
Workplace could be
beneficial?**



A good life is not lived in isolation or in the pursuit of independent goals. A good life is lived at the heart of a thriving community, among people we trust, and within an environment of mutual respect.'

Hugh Mackay, Social Researcher



Human Centred Workplaces make every single person feel that they belong and the good news is ...



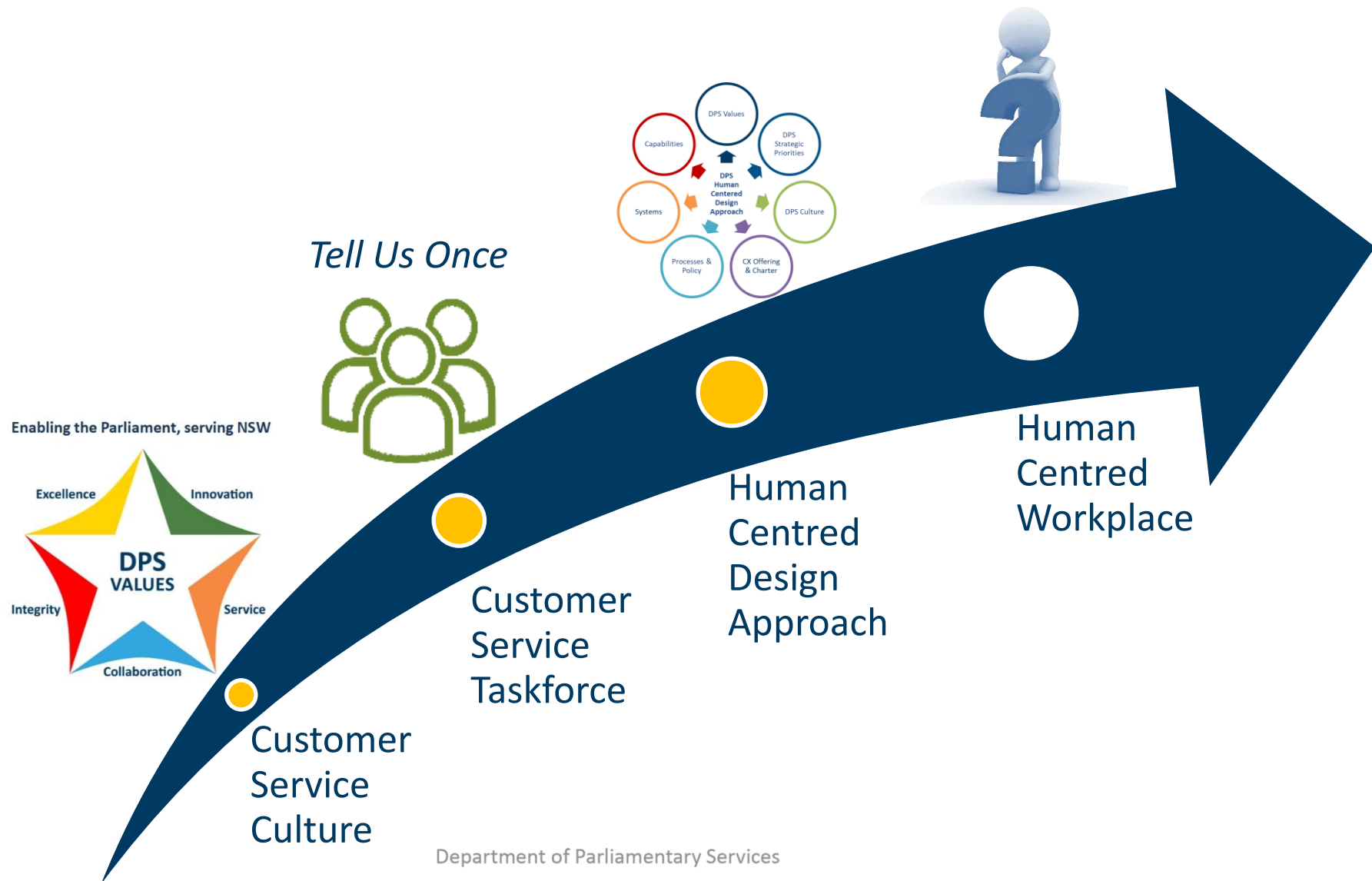
MOST OF US ARE ALREADY DOING IT!





**Human Centred
Workplaces want you to
show up as the most
genuine version of
yourself!**

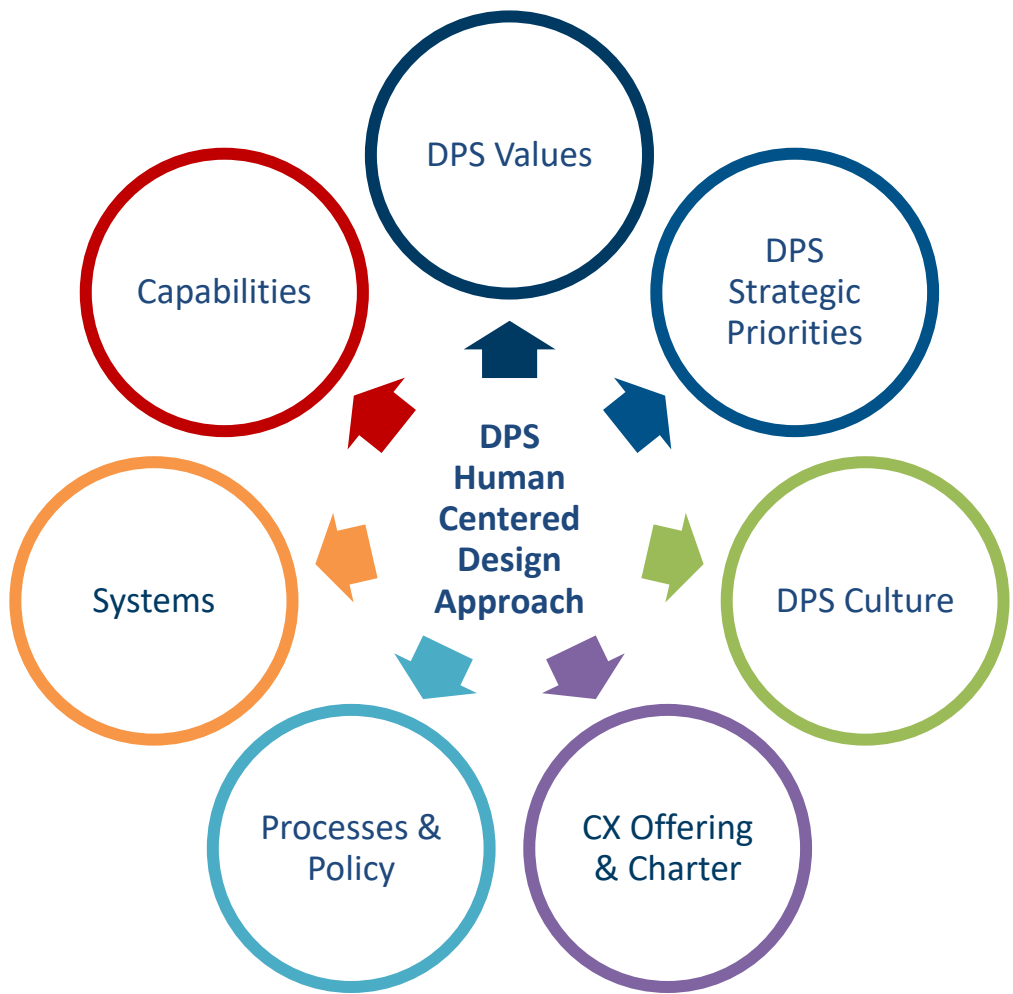
Our Journey – Department of Parliamentary Services, NSW





DPS Customer Service

DPS Human Centered Design Approach



DPS Customer Service Building Blocks



Human Centred Design for Service Excellence and Innovation Program

Design Thinking Process – A Model for Design Thinking



- Design thinking is often referred to as 'human-centred design'. The terms are interchangeable.
- Design thinking **enables us to see the bigger picture** when it comes to design by tapping into the needs, **desires and pain points of our stakeholders**, understanding their 'why', and offering realistic solutions that have been tested.
- This holistic focus on solutions is underpinned by a strong **research** ethos and a willingness to **engage** in the cyclic **process of prototyping and iterating**.
- Design thinking methodologies such as the development of stakeholder personas, empathy sketches, and stakeholder process snapshots help inform this process, presenting us with a rich canvas that helps us to understand our stakeholders.

Problem Solving

"If I had only one hour to save the world, I would spend 55 minutes defining the problem and only 5 minutes finding the solution."

Albert Einstein



Design Thinking Process – The Purpose and Tools of Each Step



UNDERSTAND

EXPLORE

MATERIALISE

OVERVIEW

Develop a deep understanding of the challenge

Clearly articulate the problem you want to solve

Brainstorm potential solutions; select and develop your solution

Design a prototype (or series of prototypes) to test all or part of the solution

Engage in a continuous short-cycle innovation process to continually improve your design

Implement the selected design and track the benefits it generates

TOOLS/TASKS

- Conduct interviews
- Shadow stakeholders
- Uncover emotions
- Seek stories

- Re-frame and create human-centric problem statements
- Identify meaningful surprises and tensions
- Infer insights

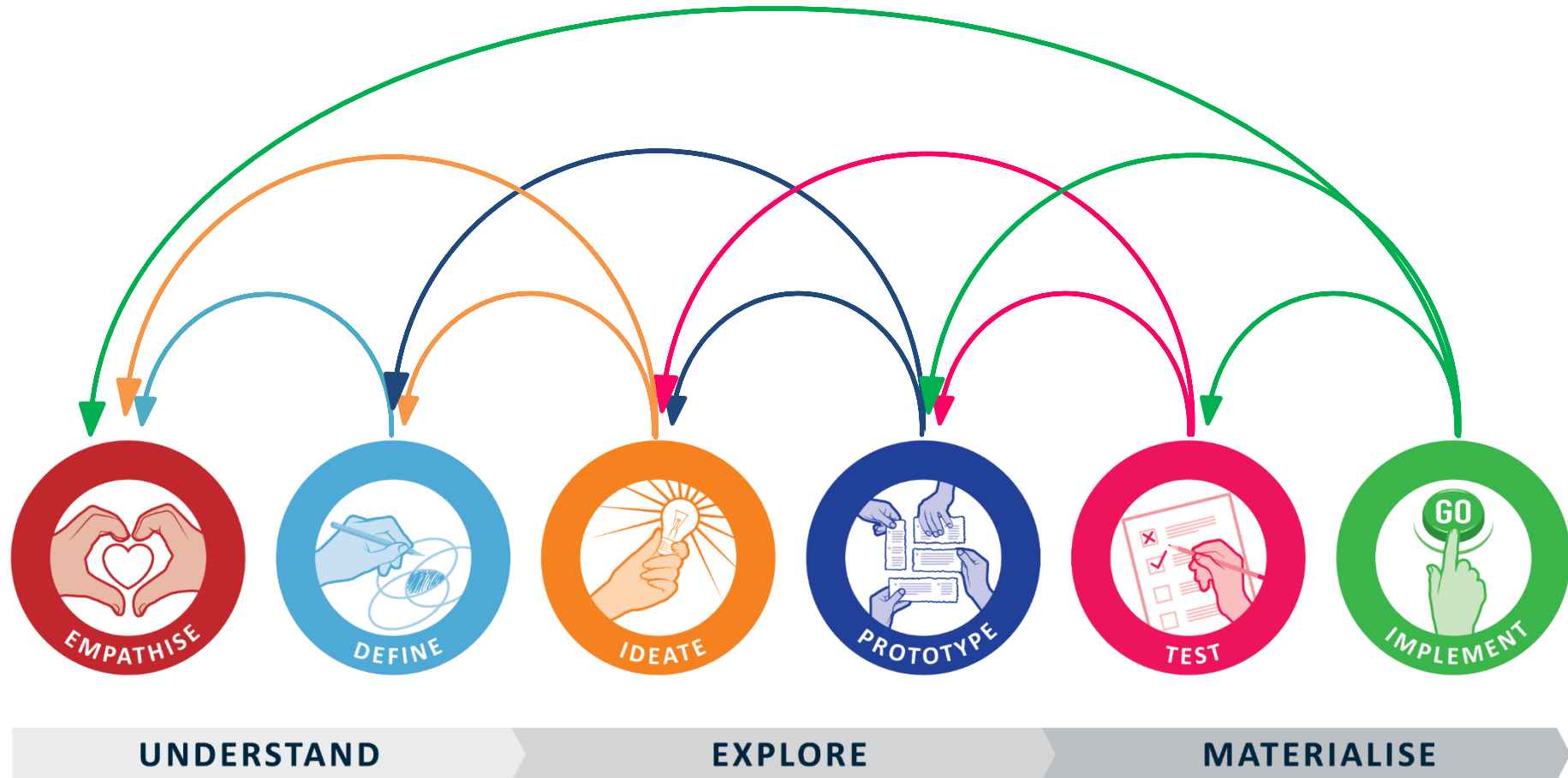
- Brainstorm radical ideas
- Build on others' ideas
- Suspend judgment

- Create objects and/or experiences
- Create role plays or storyboards
- Quickly build to think and learn

- Test with customers to refine solution and gather data
- Request and receive feedback
- Gain deeper empathy
- Embrace failure and try again

- Develop a project plan
- Seek approvals and investment to implement
- Go Live
- Program evaluation

Design Thinking Process – It's Not A Linear Process!



What have we learnt so far?

OUR TEAM ARE COMMITTED TO CUSTOMER SERVICE

UNTAPPED EXCELLENCE AND

BRILLIANCE RESILIENT AND COURAGEOUS

POOL OF DIVERSE THOUGHT

SUPPORTIVE OF

THEIR TEAM MEMBERS DEVELOPED COMMUNICATION, INFLUENCING AND NEGOTIATION SKILLS

ENJOY WORKING COLLABORATIVELY

DEVELOPED STRONG SUPPORT NETWORKS

UNDERSTAND THE IMPORTANCE OF EMPATHISING WITH OUR STAKEHOLDERS

IDEATE AND SOLVE PROBLEMS

DEVELOP INNOVATIVE SOLUTIONS

PLAN AND PRIORITISE

NOT AFRAID TO FAIL

GAINED PROJECT MANAGEMENT SKILLS

OPTIMISE BUSINESS

OUTCOMES **CHANGE MANAGEMENT AND AGILE WAYS OF WORKING**

EXECUTIVE LEADERSHIP TEAM CAN RELY ON OUR TEAM TO PROBLEM SOLVE



What have we learnt so far?

Examples of the Problems Solved



Internal Critical Communication



Food & Beverage Outlet Venue Optimisation



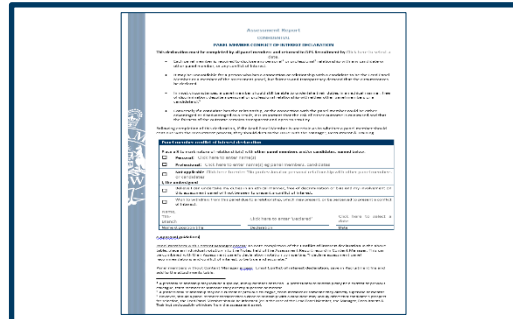
Library Customer Satisfaction



Organic Forums for DPS Staff Collaboration



Increasing Student Visitation Numbers



Evolving Documentation to be User Friendly



Disability Discrimination Act EO Accessibility



Flexible Working Environments

What have we learnt so far?

This is what our Human Centred Design for Service Excellence and Innovation Program participants told us ...

The program allowed **staff from across DPS to come together**, brainstorm, ideate, innovate, test and collaborate **to achieve a viable solution for their problem statement** thus building **strong bonds and team cohesiveness**.

There are **some amazing ideas, that will help solve some real time concerns** within our organisation.

The workshop was interesting and engaging. It has **forced me to start thinking from the client's perspective ...**

I see how the **tools can be really conducive in building rapport** with stakeholders.

The workshop was **very illustrative of what tools to utilise** to commence the next steps and I felt that it was supportive, **informative and quite exciting!**

I really liked everyone's presentations and **learning about all of your work in DPS , and feel happy I was involved -** and I definitely learned a lot.

The Human-Centered Design approach **forces me to rethink how to better improve customer service**. With the customer at the center of our problem, we are more focused and can **produce valuable results for them and our business**.

Why would your DPS want to become a Human Centred Workplace?

Alignment to the Capability Framework

NSW Public Sector Capability framework

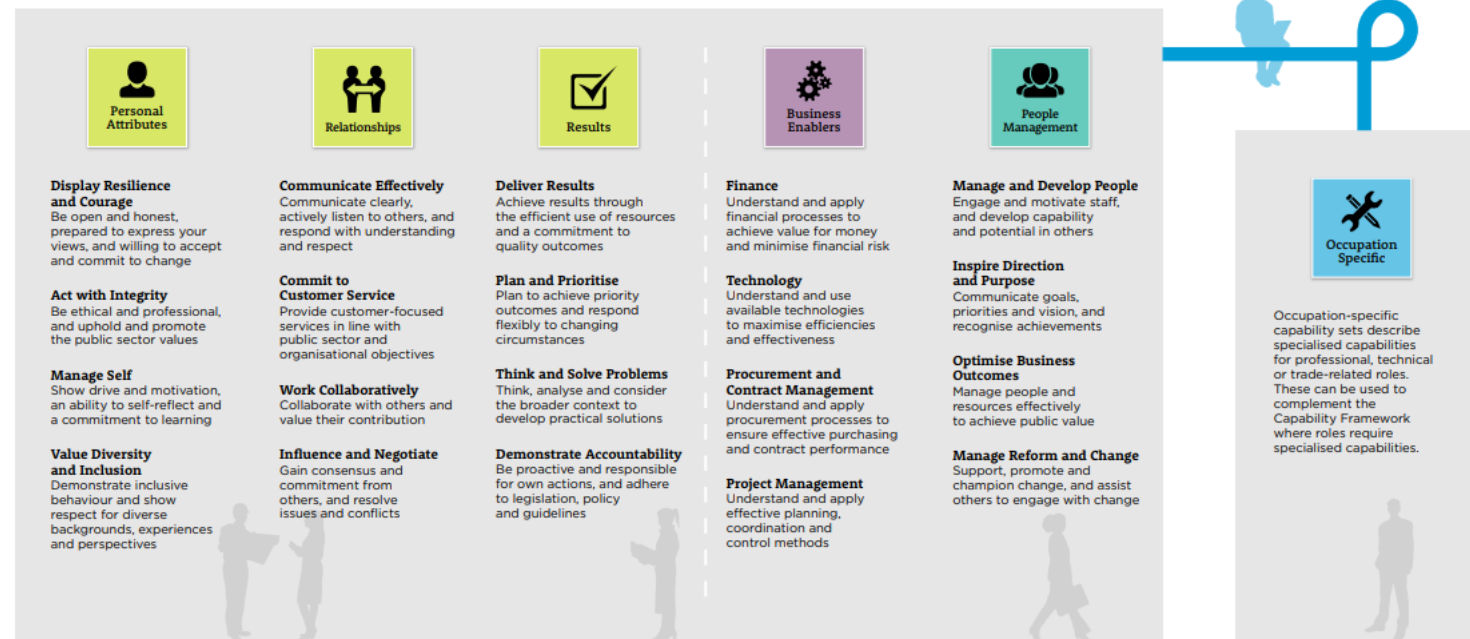
Version 2: 2020

The NSW Public Sector Capability Framework describes 16 capabilities across four core groups: Personal Attributes, Relationships, Results and Business Enablers. A further four capabilities within the People Management group are for employees who manage people.

The capability groups work together to provide an understanding of the knowledge, skills and abilities required by public sector employees.



Public
Service
Commission



Dotted white line separates mandatory capability groups applicable to all roles (left) and optional capability groups (right)

Could this approach support you to achieve your teams Capability Framework?

Let's revisit the words you wrote down ...

**Why do you think a
Human Centred
Workplace could be
beneficial?**



Contact Us!



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Q&A