



The Future of Government

DELIVERY MINDSET	ENABLEMENT MINDSET
Aim to maximise efficiency through process optimisation	Aim to cultivate effectiveness of self-improving systems
Outcomes the result of linear, predictable processes	Outcomes the result of complex, interdependent interactions
Customer focus	Citizen empowerment
Competitive forces and economies of scale	Cooperative relationships and principle of subsidiarity
Best practices and benchmarking	Collective intelligence
Alignment through hierarchies and incentives	Alignment through communities and shared values
Management expertise and authority	Professional knowledge and agency
Service-driven silos	Human-centred design
Consistency	Resilience

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