



Works innovatively and collaboratively to identify ways to 'do things better' and 'do better things' in policy practice.

- Seeks opportunities to add value. Uses evaluation and lessons learned to improve future performance and provide fresh perspectives.
- Can lead the 'idea-to-innovation' process. Promotes a culture of being receptive to diverse thinking, insights and new information.
- Fosters experimentation and positive risk-taking. Guides others in deploying innovation and continuous improvement methodologies.

70% on-the-job learning

Challenge the status quo and don't accept the way things have always been done.

Identify existing boundaries and find ways to overcome or work around them.

Provide opportunities with colleagues to do new things and support them to overcome the fear of failure.

Borrow from different approaches that encourage iterative and continuous improvement.

Use large-scale methods such as crowd sourcing and text mining to gain insights.

Use tools such as vignettes and personas to understand how different people think about a situation.

Use challenges and awards to encourage people to think differently.

Explore the Australian Government's Agile Policy Playbook and consider whether you can use Agile policy methods in your work.

Forge alliances among both internal and external partners that can support change. Think about working with unusual partners who can assist in identifying different approaches.

Reflect on what lessons you have learned and use that to question your assumptions and practices.

Be open to 'unlearning' what you have previously learned, if ways of thinking are no longer relevant.

Share new ideas, innovations, and lessons with your colleagues.

Mentor and coach less experienced colleagues in thinking outside the box.

20% learning from others

Facilitate creative workshops to explore new ideas and approaches.

Ask people to peer review your approaches and identify alternative options based on their practice.

Analyse the approaches of people and organisations from different sectors.

Build international networks in your field, so you can exchange ideas.

10% formal training

Attend courses that build your understanding of how service design can encourage innovations.