

ThinkPlace At-a-Glance

We care about public services, the people who receive them and the people who deliver them.

We apply design thinking to strategies, services and organisations.

We work with you to bridge vision and reality.

About Us

ThinkPlace is a strategic service design consultancy operating in Australia and New Zealand, focused on helping organisations work out their direction. We design services that deliver on that direction and bring about the organisational change to deliver those services.

We help you to clarify a vision of where you want to go and help you chart a clear path to create your new reality. To do this we apply user-centred design, systems thinking and innovation methods in ways that make sense for your organisation. Our methods focus efforts and resources to meet your outcomes in an agile and timely manner.

Why clients come to us?

“Is our organisation focused and sustainable?”

“What does compliance mean for my organisation?”

“We want a stronger sense of identity and direction”

“I need tangible work plans & resource allocations”

“I want to lift the level of strategic thinking”

“How can our services be more accessible and usable?”

“I want to increase our engagement with the community”

“What does co-design mean for us?”

“I want to look at a complex problem from a different point of view”

“I want to improve the way we implement change”

“What are the service implications for this new policy we have to implement?”

“I want to understand and improve our business processes”

“Do we really know how people use our services and cope with our regulations?”

“We need to improve our approach to designing services”

“We want to get better at innovation that delivers results”

“Are we collaborating as effectively as we could be?”

Our services

Strategy Design—uncovering the more appropriate course of action to take you towards your preferred future

- Strategy development
- Design of compliance, regulatory and risk management systems
- Strategic navigation
- Business planning
- Evaluation and measurement frameworks

Service Design—improving the value and user satisfaction of services through a deliberate approach

- Co-design of public services
- Design research
- Experience mapping and modeling
- Service prototyping

- Service evaluation

Organisation Design—optimising your organisation's processes and resources to best deliver the most value

- Efficiency and effectiveness reviews
- Business process mapping and improvement
- Re-design of organisational capability
- Capability to design and implement change

Design Thinking and Innovation—applying creative yet disciplined approaches for improving the services you deliver today, and transforming the services you will deliver tomorrow

- Strategic design workshops
- Solution design workshops
- Innovation concept development
- Design thinking and innovation training
- Collaborative leadership events

How we work

Our methods combine the best of analytical and creative thinking. We apply design thinking techniques to strategy development, service design and organisational design initiatives. We inject user-centred design thinking methods and co-design techniques into everything we do to find solutions that work for people and create desired and viable futures.

Our approach is guided by these principles:

A clear intent

Early visualisation and prototyping

A human-centred approach

Optimise desirability, possibility and viability

Conversation and collaboration

Disciplined and flexible process

Exploration and innovation

Design the whole system

Our clients

We work with complex organisations across the public sector—government, not-for-profits, community, economic development, social development and voluntary. We also work with private sector organisations involved in delivering public and community value.

Australian Federal Government

- Attorney-General's Department
- Australian Crime Commission
- Australian Customs and Border Protection Service
- Australian Electoral Commission
- Australian Federal Police
- Australian National Audit Office
- Australian Securities and Investments Commission

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- Australian Taxation Office
- Australian Valuation Office
- Centrelink
- Child Support Agency
- Commonwealth Ombudsman
- CrimTrac Agency
- Department of Agriculture, Fisheries and Forestry
- Department of Climate Change and Energy Efficiency
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health and Ageing
- Department of Human Services
- Department of Immigration and Citizenship
- Department of Infrastructure and Transport
- Department of Innovation, Industry, Science and Research
- Department of Sustainability, Environment, Water, Population and Communities
- Department of the Prime Minister and Cabinet
- Department of Veterans' Affairs
- Insolvency and Trustee Service Australia
- Medicare Australia
- Murray-Darling Basin Authority
- Safe Work Australia

New South Wales Government

- Livestock Health and Pest Authority
- New South Wales Department of Planning
- Roads Traffic Authority

New Zealand Government

- Capability NZ
- Family and Community Services
- Housing New Zealand Corporation
- Inland Revenue Department
- Land Information New Zealand
- Leadership Development Centre
- Learning State
- Ministry of Justice
- New Zealand Trade and Enterprise
- New Zealand Transport Agency
- State Services Commission
- Statistics New Zealand

Private sector

- Equip Design
- G4S
- Leighton Holdings
- Suncorp
- Telstra
- Unisys
- Worley Parsons - Evans and Peck

Not-for Profits and Non-Governmental Organisations

Mary Mead
St Vincent's Health Australia
Taekwondo Australia
Te Whare Wananga o Awanuiarangi

Contact Us

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