



THINKPLACE

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.

www.thinkplace.com.au

About Us

ThinkPlace is a strategic service design consultancy operating in Australia and New Zealand, focused on helping organisations work out their direction, design services that deliver on that direction and bring about the organisational change to deliver those services. To do this we apply user-centred design, systems thinking and innovation methods to meet your outcomes effectively and at pace.

Our services

STRATEGY DESIGN

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

Strategy design means uncovering the more appropriate course of action to take you towards your preferred future.

SERVICE DESIGN

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

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

ORGANISATION DESIGN

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

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

DESIGN THINKING AND INNOVATION

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

Design Thinking and Innovation means applying creative and disciplined methods to improve your services now and transform them for the future.

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
- A human-centred approach
- Conversation and collaboration
- Exploration and innovation
- Early visualisation and prototyping
- Optimise desirability, possibility and viability
- Disciplined and flexible process
- Design the whole system

Australia

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Canberra ACT 2604 Australia
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New Zealand

PO Box 24502, Manners Street Wellington
6011 New Zealand
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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.

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Who are 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.

We have working relationships across a large number of Government agencies at senior levels. We have particular expertise in these domains:

SERVICE DELIVERY AGENCIES

Australia

Centrelink, Child Support Agency, Department of Families, Housing, Community Services and Indigenous Affairs, Department of Human Services, Department of Veterans' Affairs, Medicare Australia.

New Zealand

Families and Community Services, Housing New Zealand Corporation

COMPLIANCE, REGULATION, LAW ENFORCEMENT AND NATIONAL SECURITY

Australia

Australian Crime Commission, Australian Customs and Border Protection Service, Australian Federal Police, Australian Securities and Investments Commission, Australian Taxation Office, Department of Immigration and Citizenship

New Zealand

Ministry of Justice, Inland Revenue Department, State Services Commission

AGRICULTURE, ENVIRONMENT AND INFRASTRUCTURE

Australia

Department of Agriculture, Fisheries and Forestry, NSW Livestock Health and Pest Authority, Office of Transport Security,

New Zealand

Land Information New Zealand, New Zealand Transport Agency, New Zealand Trade and Enterprise

POLICY

Attorney-General's Department, Department of Health and Ageing, Safe Work Australia

PUBLIC SECTOR LEADERSHIP/DEVELOPMENT AGENCIES

New Zealand

Leadership Development Centre, Learning State Limited, Capability NZ, Te Whare Wananga o Awanuiarangi (Māori development/university)

For a complete list of clients please visit www.thinkplace.com.au

We help our clients solve complex problems.

"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 and 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?"

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