

Federal Health Operating Model Transformation

Australian Government | Operating Model Design | National Compliance Assessment Function

IMPACT

Operating Model
Established

Governance
Strengthened

Delivery
Standardised

Future Growth
Enabled

Improved governance, visibility and delivery consistency through the design of a future-state operating model.

Challenge

- Delivery approaches varied across the compliance assessment lifecycle.
- Governance, processes, and decision-making lacked consistency.
- Limited visibility impacted performance, resource allocation, and compliance outcomes.
- A future-state operating model was needed to support growth, governance, and operational effectiveness.

Approach

- Assessed current-state processes, governance, and delivery practices.
- Designed a future-state operating model covering the end-to-end assessment lifecycle.
- Developed governance, decision-making, and accountability frameworks.
- Standardised workflows, processes, and reporting requirements.
- Defined system and technology requirements to support future capability.
- Engaged operational and executive stakeholders throughout design and validation.

Results Delivered

- Established a clearly defined end-to-end operating model.
- Improved governance, accountability, and decision-making capability.
- Increased consistency across compliance assessment activities.
- Enhanced visibility of work pipelines, performance, and resources.
- Identified requirements for future digital enablement.
- Created scalable foundations to support organisational growth.

REBEL CHANGE CONTRIBUTION

- Led operating model design, governance development, process analysis, stakeholder engagement, future-state design, and system requirements definition.
- Partnered with executives, operational teams, and subject matter experts to align strategic objectives with practical delivery requirements.

REBEL CHANGE