Drivers

- Government policies
  (new service models)
- Service demand
- Complaints

1. Explore
   - Discuss Issues at managers’ meetings or committee meetings
   - Review how current practices work

2. Evaluate
   - Capture staff's inputs on a new service model

3. Generate
   - Develop a business case and proposal for piloting

4. Evaluate
   - Short-term and small-scale piloting

5. Generate
   - Full scale detailed implementation plans (staff base, skill mix)
   - Terms and conditions of employment

6. Implement
   - Long-term and wide-scale implementation

- Approvals by committees and commissioners
- Review of piloting results and approval by senior management