



# Government

## Capability Statement



Our expertise empowers government to address complex challenges, implement effective policies, and deliver improved public services.



Government

## About Rivor

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Rivor Advisory is a specialised and independent member of a global enterprise employing more than 4,000 people and providing business and technology-related services to various organisations and industries throughout the USA, Europe, Africa, and Australasia. For more than 40 years, our Group has collectively assisted in transforming the businesses of some of the world's largest and most respected organisations. The ability of Rivor to tap into our group's vast expertise and global reach enables us to extend our support to organisations worldwide, all while operating from our Australian base. In doing so, we are proud to offer a seamless blend of local insight and global proficiency, ensuring our clients can take advantage of proven government sector solutions specifically tailored to their unique needs.



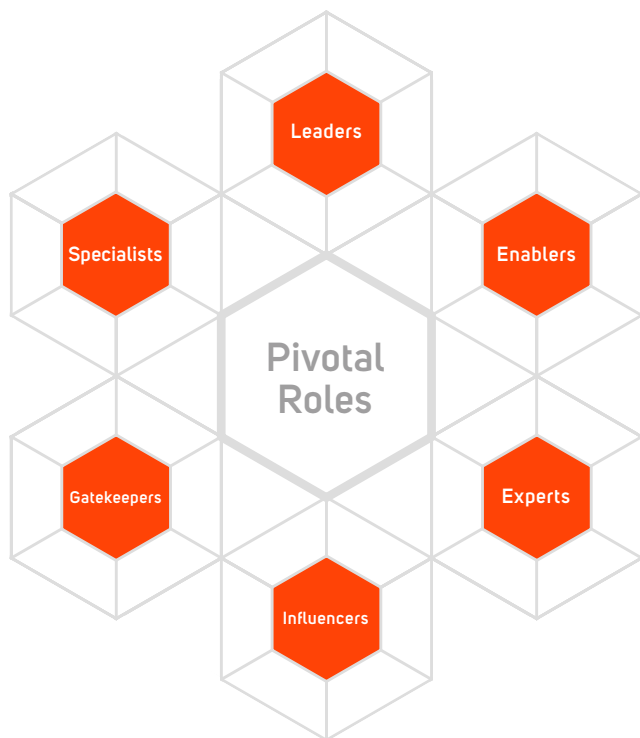


# Making it work

Ours is a distinctive and highly practical advisory approach that is driven by our mission to ‘make it work.’ It starts with recognising that only people can create value and identifying and optimising the pivotal roles that play a decisive role in the success or failure of any project, process, or undertaking. These roles wield substantial influence over outcomes, and our in-depth understanding and analysis of them empower us to craft our innovative and tailored performance, workforce, technology, and service architecture solutions. These solutions, in turn, enhance individual efficiency, promote collaborative excellence, and foster a culture of continuous development.

## Focus on the pivotal roles

In every organisation there are pivotal roles that determine the success or failure of any undertaking. At Rivor, our starting point is to identify and optimise those pivotal roles so we understand who they are, what they do, and how they can best work together to help create value.



### Leaders

We assist leaders by providing them with tailored guidance, resources, and strategies to enhance their decision-making abilities, foster effective communication, and inspire cohesive teamwork within their organisations.

### Enablers

We assist enablers by providing them with streamlined tools, efficient processes, and comprehensive guidance to enhance their effectiveness in facilitating the achievement of those goals and objectives.

### Experts

We aid experts by providing them with specialised resources, advanced tools, and collaborative platforms that further augment their knowledge, refine their skills, and facilitate their ability to contribute significantly to their respective fields and the overall organisational objectives.

### Influencers

We support influencers by providing them with tailored resources, effective strategies, and insightful guidance to amplify their impact, expand their reach, and enhance their ability to inspire and drive positive change among their communities.

### Gatekeepers

We assist gatekeepers by providing them with streamlined tools, efficient processes, and comprehensive support to optimise their compliance and decision-making procedures, ensuring a smoother flow of information and resources.

### Specialists

We support specialists by offering them targeted resources, advanced tools, and a collaborative environment that fosters their continued professional development, encourages innovation, and enables them to make impactful contributions.



## Making Government Work

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The government sector involves policy development and implementation, regulation, and compliance. It provides essential public services, manages infrastructure development, and plays a role in economic management. National defense and security, public finance, public engagement, and diplomacy are integral aspects. Governments also handle emergency management, data and information, legislative processes, human resource management, and adopt technology for innovation and efficiency. These structures and responsibilities vary across local, regional, and national levels.

Rivor plays a pivotal role in assisting every level of government by providing tailored solutions that enhance operational efficiency, optimise resource allocation, and foster innovation. Through a comprehensive suite of advisory services, Rivor empowers governments to address complex challenges, implement effective policies, and ultimately deliver improved public services to their constituents.

### Strategic Planning

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Advising on long-term goals, vision, and strategies to achieve desired outcomes.

### Financial Management

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Offering guidance on budgeting, revenue collection, expenditure monitoring, and overall financial sustainability.

### Regulatory Compliance

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Assisting in the development and enforcement of regulations to ensure legal compliance and ethical governance.

### Performance Measurement

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Developing metrics to assess the effectiveness of government programs and initiatives.

### Digital Transformation

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Advising on the adoption of technology to improve service delivery, enhance cybersecurity, and facilitate digital transformation.

### Risk Management

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Identifying and mitigating risks associated with government operations and decision-making.

### Human Resource Management

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Providing guidance on workforce planning, talent management, and organisational development.

### Data Analytics

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Advising on the collection, analysis, and management of data to inform decision-making and improve services.

### Capacity Building

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Providing analytical tools and workforce planning platforms to enhance the skills and capabilities of government staff.



## Our Ability Tools®

Developed to unlock your true potential and to tap into the inherent strengths, talent, and resources that lie within, our Ability Tools have been built on years of practical experience and know-how. Acting as an alternative to traditional consulting approaches, our Ability Tools are like smart guides that help you understand what you're doing well and what needs to get better. They direct attention to your strengths, helping you get better and pushing you closer to achieving your goals. At the same time, they also point out where you might be heading in the wrong direction, provide guidance on how to fix things, and give you the insight you need to quickly get back on track. These tools are designed to dig deep into how value is created, making sure you're ready and able to handle whatever comes your way.

### Unlock your potential

Ability Tools that have been developed to specifically assist the government sector include:



#### Work to Pay

Employee payment is commonly viewed as detached from overall operations. Yet, it's intricately tied to upstream activities in the Work to Pay lifecycle. A proficient Payroll service necessitates a realignment of workforce activities to prioritise the concept of Work to Pay.

Our comprehensive Work to Pay solution promises heightened productivity, reduced operational costs, and improved organisational outcomes. It enables the organisation to strategically build, deploy, and reward its workforce for optimal performance. With its built-in streamlined processes and accurate compensation, it fosters transparency and confidence in decision-making.



#### Workforce Future

Imagine having a comprehensive understanding of workloads, the nature of work, changing complexities, and emerging pressures within your organisation. With Workforce Future, you'll have real-time visibility into these critical factors, enabling you to optimise your workforce like never before.

Our platform equips you with the knowledge needed to make strategic investments in your workforce, identify priority areas where additional resources or skills are required, and ensure that your employees are deployed in the most efficient and effective manner. By aligning your workforce with your organisational goals, Workforce Future allows you to achieve unparalleled productivity and success.



# Project Snapshots

Rivor has successfully undertaken many client engagements throughout our 25 years of operation. These examples serve to showcase our proven expertise in evaluating and improving the robustness and efficiency of government performance, workforce, technology, and service architectures.

## Performance

### Performance Measurement

Engaged in evaluating the financial management reporting framework at both Executive and Divisional levels within the department. Conducted comprehensive assessments and provided strategic insights to optimize financial reporting procedures, fostering efficient decision-making and streamlined financial management at various hierarchical levels within the organisation.

## Performance

### Re-engineering for Finance

Led a comprehensive review of financial management and reporting processes, aimed at identifying and establishing the department’s specific requirements for an optimal financial management framework. Employed strategic insights and industry best practices to optimise financial processes and ensure effective financial reporting practices within the department.

## Performance

### Performance Measurement

Collaborated with the Department to develop comprehensive Performance Agreements for the Executive team, skilfully integrating their objectives and corresponding performance measures. Employed strategic insights and industry expertise to ensure goal alignment and performance evaluation, fostering effective leadership and sustained organisational growth within the Department.

## Performance

### Performance Measurement

Empowered State Government corporations to achieve performance excellence by defining and implementing robust performance evaluation systems. Facilitated the identification of key performance measures for each corporation, developed tailored management reports, and specified the necessary system requirements. Strengthened their capacity to fulfil obligations effectively and efficiently, fostering sustainable growth and optimised service delivery

## Performance

### Corporate Services Practices

Facilitated the development of a comprehensive process enabling government agencies in South Australia to reengineer their financial management processes, aligning with the Government’s framework for sound financial management. Employed strategic insights and industry best practices to ensure seamless integration and optimised financial operations across the government agencies, fostering effective resource management and streamlined financial practices.

## Performance

### Performance Measurement

Supported the establishment of crucial management information requirements and systems essential for fulfilling their obligations. This encompassed identifying key performance measures for three enterprises, designing comprehensive management reports, and specifying system requirements to ensure streamlined operations and efficient information management, fostering sustainable growth and improved decision-making capabilities.



## Performance

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### Performance Measurement

Conducted an extensive review of their existing Executive reporting, with a focus on identifying opportunities for improvement in alignment with best practice principles. Employed analyses and industry insights to ensure optimised reporting practices, fostering enhanced decision-making and strategic planning capabilities.

## Performance

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### Budget Development

Aided the agency in efficiently managing the development of the South Australia state budget, adopting an accrual accounting framework. Successfully implemented a program management framework, integrating project management and quality assurance structures to ensure a streamlined and efficient budgeting process, fostering optimal financial management and improved decision-making capabilities.

## Performance

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### Shared Services Model

Crafted a dynamic business model for a cutting-edge shared services facility, featuring a phased blueprint for seamless client migration. This strategic approach empowers the client to adapt gradually, unlocking the facility's full potential over time. Flexibility and scalability combine to ensure a successful and sustainable transition towards operational excellence.

## Performance

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### Corporate Services Costing

Collaborated on creating comprehensive costing models for service costing and contract management, encompassing approximately 25 budget agencies. Leveraged strategic insights and industry expertise to craft optimised cost structures, fostering streamlined resource allocation and enhanced budget management for improved operational efficiency and effective contract oversight across the agencies.

## Performance

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### Shared Services Review

Conducted a comprehensive Whole of Government review of corporate services, assessing the feasibility of implementing a Shared Services solution. Analysed various shared services models and proposed a strategic approach to redefine the delivery of corporate services, aligning it with the delivery of core services for optimal efficiency and enhanced organisational performance.

## Performance

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### Regional Services Model

Devised an enhanced business model for regional support services, pinpointing service improvements and efficiency gains through meticulous evaluation of diverse delivery options. The recommended model showcases a refined approach that optimises performance, fostering remarkable enhancements in both service quality and operational efficiency.

## Performance

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### Avoidable Costing

Supported the creation of an endorsed avoidable cost-based methodology, complemented by ongoing efforts to develop comprehensive training workshops. This pioneering approach promises to enhance cost analysis and decision-making processes, fostering better financial outcomes and improved operational efficiency within the organisation, thereby ensuring sustained growth and effective resource management.

## Performance

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### Corporate Services Review

Conducted a comprehensive review of corporate services, identifying opportunities for cost savings and improved service quality. Leveraged benchmarking against other State government departments and global standards, the review highlighted key areas for immediate enhancement, while emphasising the strategic assessment of future directions to ensure sustained long-term improvements.

## Performance

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### Shared Services

Crafted a robust Shared Services operating model, providing unwavering support to the unit's operations. This model optimises service delivery, streamlines processes, and enhances efficiency, enabling the organisation to capitalise on the full potential of Shared Services for superior performance and strategic growth.



## Performance

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### Shared Services

Innovated a transformative Payroll delivery model for Shared Services, strategically designed to yield sequential savings as each phase is implemented. This progressive approach culminates in a comprehensive end-to-end service solution, maximising efficiency and cost-effectiveness for sustained growth and operational excellence.

## Service

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### Corporate Services Practice

Aided in devising a streamlined process for South Australian government agencies to revamp their financial management procedures, ensuring alignment with the Government's framework for robust financial practices. Offered strategic guidance and support, facilitating seamless adoption and implementation of best practices for enhanced financial governance and compliance.

## Service

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### Shared Services Review

Conducted a comprehensive Whole of Government assessment of corporate services, evaluating the feasibility of a Shared Services solution. Explored various shared services models and proposed a strategy to redefine the delivery of corporate services, aligned with the overall approach for delivering core services, ensuring efficient and integrated service delivery.

## Performance

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### Shared Services

Successfully implemented a dynamic Payroll delivery model within Shared Services, executed in progressive phases to enhance immediate service delivery and support a new greenfield site. This strategic approach optimises efficiency, facilitates seamless integration, and empowers the organisation to achieve operational excellence and growth with a future-oriented vision.

## Service

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### Corporate Services Costing

Contributed to the formulation of intricate costing models for service costing and contract management, encompassing 25 budget agencies. Offered strategic support in creating comprehensive and efficient cost structures, ensuring optimal resource allocation and budget management for enhanced operational efficacy and streamlined contract oversight.

## Service

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### Corporate Services Review

Conducted a comprehensive review of corporate services to identify avenues for cost savings while elevating service quality. Evaluated services against State government departments, global government benchmarks, and corporate standards. Identified short-term improvement areas and emphasised the need to assess the strategic trajectory of corporate services for long-term enhancements.

## Technology

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### Financial Systems

Provided valuable support in implementing SAP to facilitate the adoption of a new resource management framework. The comprehensive scope involved Budgeting & Planning, Costing, Reporting, Cash Management, Procurement, Accounts Receivable, and Assets & Projects. The implementation included reengineering associated business processes to align with SAP's best practices, optimising operational efficiency and effectiveness.

## Service

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### Avoidable Costing

Contributed to formulating a robust methodology for defining and implementing avoidable-based costing. Successfully ratified the methodology and involved in crafting comprehensive training workshops. Ensured seamless dissemination of essential practices, empowering the organisation with effective tools for informed decision-making and cost-efficient resource allocation.

## Service

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### Shared Services Model

Crafted a comprehensive business model for a newly established shared services facility, integrating a strategic blueprint that allowed the client to seamlessly transition over a designated timeline. Enabled a smooth migration process, ensuring the adoption of an efficient operational structure aligned with the organisation's long-term objectives and goals.





## Service

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### Regional Services Model

Formulated an enhanced business model for regional support service delivery, emphasising service improvements and efficiency gains. Conducted a thorough assessment of diverse delivery models, enabling the identification of optimal strategies to maximise service quality and operational efficiency, ensuring seamless delivery across regions.

## Service

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### Shared Services

Created a robust Shared Services operating model to facilitate and optimise the operations of the Shared Services unit. Formulated an efficient and tailored framework, enhancing the unit's service delivery, resource management, and overall operational performance within the organisation for sustained efficiency and productivity.

## Service

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### Shared Services

Devised an innovative Payroll delivery model within a Shared Services setup, strategically outlining phased savings and operational efficiencies. The proposed operating model ensures gradual implementation phases, culminating in a comprehensive end-to-end service solution, fostering enhanced cost savings and streamlined Payroll operations across the organisation.

## Service

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### Shared Services

Enacted a progressive Payroll delivery model within a Shared Services setup, implemented in phases to expedite immediate service enhancements and extend support to a new greenfield site. Orchestrated a systematic approach to streamline operations, ensuring efficient service delivery and operational synergy across the organisation's diverse sites.

## Service

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### Revenue Optimisation

Conducted a comprehensive review of Council services to identify areas for revenue optimisation. Undertook a thorough analysis of 10 other councils, aiming to identify and implement best practices for improved efficiency and revenue enhancement. Provided valuable insights to guide the Council's strategic decisions and operational enhancements.

## Workforce

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### Payroll Service Model

We successfully implemented a progressive Payroll delivery model in Shared Services, enhancing immediate delivery and supporting a new greenfield site. The strategic phased approach optimises efficiency, facilitates seamless integration, and empowers the organisation to achieve operational excellence and growth with a future-oriented vision.

## Workforce

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### Payroll Service Model

We innovated a progressive Payroll delivery model within Shared Services, designed for sequential savings through phased implementation, culminating in an end-to-end service solution. This strategic approach optimises efficiency and cost-effectiveness, unlocking the full potential of the model, and ensuring comprehensive support across the organisation.

## Workforce

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### Payroll Integrity

Conducted meticulous business case reviews to identify under/overpayments and processing costs. Leveraging best practices, these calculations pinpointed areas for system validations and process improvements to address audit findings, control leakage, and rectify payroll errors. Targeted data analysis facilitated targeted improvements, ensuring efficient payroll operations and enhanced financial control.

## Workforce

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### HR Shared Services

Developed a strategic business model enabling the transformation into a shared service provider. The Payroll & HR Systems branch within the Department initiated the implementation of Shared Services, extending services to multiple federal government entities. This initiative fosters streamlined operations, cost-effectiveness, and optimised service delivery for enhanced organisational efficiency and collaboration.



## Workforce

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### Payroll Review

Conducted a comprehensive review of the Payroll function to meet Council's expectations for improved service quality and cost-effectiveness. Developed a robust business case supporting the implementation of changes to the operating model, paving the way for enhanced payroll services that align with organisational objectives.

## Workforce

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### Workforce Planning

Crafted state-wide agile policy frameworks and streamlined processes to facilitate workforce mobility and surge practices during the COVID-19 pandemic. Contributed to the maturation of comprehensive government-wide insights pertaining to the broader dynamics and management of the state-wide public sector workforce.

## Workforce

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### Workforce Planning

Formulated a cohesive resource management strategy by seamlessly integrating workforce, location, finance, and technology strategies. Executed organisational and structural redesign initiatives, effectively minimising redundancy and reallocating resources towards emerging priorities for sustainable growth and development.



Government

## Contact us

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For an obligation-free conversation about how you can leverage our government sector expertise in your organisation, please contact me.

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We make it work

