

## Accelera plays pivotal role in NSW Health Care Complaints Commission digital transformation journey

The NSW Health Care Complaints Commission (HCCC) acts to protect public health and safety by dealing with complaints about health service providers across the state.

The commission's drivers for transformation include: allowing complainants and providers to engage through digital channels; reducing the use of paper across the agency; streamlining and digitize process; and improve business continuity planning (BCP) and remote working capability.

### Assessing digital transformation readiness

An important first step in any digital transformation program is an assessment to start the journey.

The HCCC engaged Accelera as part of a consortium to review ICT operating model and readiness for digital transformation.

The review identified significant areas for improvement. While there was a strong desire for digital technology use, there was no clear overarching strategy to deliver it.

The assessment recommended the HCCC drive some initiatives as part of a transformation program to modernise its ICT operations.

### Getting ready for transformation removes risk, streamlines support model

Like most government agencies, the HCCC is not a traditional "business", but nevertheless it can still experience measurable outcomes which reduce costs and improve service delivery.

Following the review, the HCCC engaged Accelera to help frame, scope, drive and deliver a range of projects to set the ICT operation up ready for the extensive change its transformation goals would deliver.

The program of work included:

- Improving the commission's security posture, including re-certification to ISO27001
- completing upgrade projects to its core operating platform supporting stable operations
- revising the ICT governance structure
- right-sourcing ICT functions to balance internal control with external expertise and resources, to deliver desired service levels



### Did you know?

Accelera can help your organisation get setup for working from home - ask us how!

*"Accelera takes a holistic view of digital and was able to help transform our organisation while we maintained existing levels of service delivery. We are now on a clear journey of digitally-driven innovation."*

**Eddie Van Den Bempt**

Director, Corporate Operations & CFO, NSW Healthcare Complaints Commission

## The future roadmap

Having established a well-run and stable, secure platform for business as usual operations and helping to re-form the internal ICT team under a new leader, the commission is now well placed to continue its digital transformation program and deliver on its vision to better serve the people of NSW.

## From transformation to innovation

As the HCCC plans the road ahead to transform to a better-aligned set of digital tools and processes, Accelera continues to provide support in strategic and tactical decisions centred on technology, vendors and processes.

Opportunities for an organisation like HCCC to be more innovative include looking at further automating steps in the complaints management process and in future, looking at various emerging technologies to support the triaging of complaints.

With Accelera's help, the commission is now planning its continuation of the digital transformation program that includes:

- Adding resilience to the operating platform across multiple sites
- Migration of some services to public cloud
- Enhancements to core systems to further reduce paper-based processes
- Improving processes with external parties through digital engagement and automation

Accelera is based in Sydney, Australia. Accelera is an approved supplier under the NSW Government's ICT Services Scheme (SCM0020).

## How is the HCCC better positioned to change the way it operates and deliver new services faster?

It has identified a number of initiatives, such as migrating to Office 365, to enable better collaboration, and deliver its security and privacy requirements as it transitions to public cloud.

Furthermore, journey-mapping customer and staff experiences will inform new ways of working that leverage digital capability, automation and innovation.

## How can we help your organisation?

By assessing the current state of an organisation's platforms, processes and supplier relationships, overall strengthening and stabilising of the core ICT functions a necessary prior to embarking on a complex change. Let Accelera come and speak with you about your organisation's transformation readiness today.

## About Accelera

### Strategic Disruption Specialists

Accelera is a business-first digital transformation consultancy for mid-market companies. We help private and government organisations get ahead of change and lead disruption by improving their digital capability. With 25 years of real-world experience creating and helping mid-market businesses leverage digital transformation, our purpose is to enable businesses to not only cope with change, but to become innovative disruptors.

We put strategy before technology and results above all. Partner with Accelera today.