

Lessons Learnt from PEEL Go-Live Readiness Phase

10th March 2021



Summary of key themes and considerations from the Lesson Learnt



What do we think could disrupt the customers

Feeling uncertain about the change as a result of getting communication from SW that is not positive or clear

Fear of losing personal connection with SW

Changes to their services

Essential services been cancelled

What can we do differently to be better positioned to mitigate this concern?

Planning & Resourcing

1. **Have for a holistic timeline:** complete overview of what needs to happen and when, providing a view of what everyone is working on and based on realistic time frame.
2. **Hats in place beforehand** would be helpful to have point of contacts to answer questions and provide more information to SW.
3. Adequate resource available for support and **freed up from BAU work.**
4. **Coordination of the activities impacting BAU** and **close the loop** with a contact point.
5. **Understanding of the decisions been made,** impact of decisions on other activities, involvement in the decision making process.
6. **Ensure adequate transition plans are in place,** adequately communicated and meet customers needs.

SW Engagement & Communication

1. Provide more opportunities for SW to hear the message, ask questions and build confidence in delivering the messaging (consider role playing exercise).
2. Have a clear and transparent strategy on when and how the message delivered by SW will be reinforced through other means.
3. Issue more info via written comms and task SW to address questions rather than deliver the message.
4. Have a back up plan for who delivers the message if SW doesn't feel like to / is not the appropriate person.

0. Lessons Learnt from PEEL Go-Live Readiness Phase



Context

During *Peel Go Live readiness phase* the decision was made to post pone the go live.

This decision was triggered by a low confidence that there had been the appropriate level of customer engagement to minimise disruption to customers. A series of delays from the technology streams, also required the replanning of the go live

Objective

This lessons learnt session aims at capturing the unknown areas not fully planned for and aspects that should be addressed differently to minimise disruption to customers.

Intent

to take the feedback into account for future phases and where possible also for the Peel 1 and 2 rollout.

Approach

Local Leads and Transition Support Team were involved in the session. 3 main questions where asked.

1. *What did we learnt from Peel roll out?* This brought up various themes on areas for improvement.
2. *What do we mean by disruption to customers and how do we mitigate it?* This highlighted key actions that to be considered.
3. *What went well?* This provided a view of practice that should be kept and leveraged for further phases.

1. *What did we learnt from Peel roll out?*

KEY THEMES



1. **Better appreciation of the emphasis on customer** and the fact this is a key priority of the program
2. **Better appreciation** of what we do not know
3. **The value of having a holistic timeline:** complete overview of what needs to happen and when, providing a view of what everyone is working on and based on realistic time frame
4. **Adequate resource available for support and freed up from BAU work**
5. **Understanding of the decisions been made,** impact of decisions on other activities, involvement in the decision making process
6. **Having hats in place beforehand** to allow for them to have more clarity on their role and be able to provide support
7. **Have adequate time to plan the customer transition**
8. **Coordination of the activities impacting BAU** and close the loop with a contact point

2. What do we mean by disruption to customers and how do we mitigate it?



We think the customer concerns are..

- Feeling uncertain about the change as a result of getting communication from SW that is not positive or clear
- Fear of losing personal connection to sw
- Changes to their services
- Essential services been cancelled

What can be done to mitigate the risk for disruption

- Provide more opportunities for SW to hear the message, ask questions and build confidence in delivering the messaging (consider role playing exercise).
 - Hats in place beforehand would be helpful to have point of contacts to answer questions and provide more information to SW.
 - Have a clear and transparent strategy on when and how to reinforce, through other means, the messaging delivered by SW.
 - Issue more info via written comms and equip SW with FAQ material.
 - Have a back up plan to deliver the message if SW doesn't feel like to / is not the appropriate person.
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- Ensure transition plans are in place, adequately communicated and meet customers needs

3. What went well?



- **Blame free review** of the challenge
- Identified the **importance of customer engagement early**
- Key principle of "don't stuff customers around" is a **good point of focus**
- **Confidence to defer go live** to enable more engagement
- The workshop for SW's could work better if ALL attend and they understand how rostering works
- Showing that there is **staff in Chorus who are willing to lean in and support** and try something new and are positive about the transition
- Initially having conversations with support workers and coordinators to **identify early which customers might struggle** and need a transition plan
- **Established a customer forum**
- **Having the knowledge of the transition team** of processes, scheduling etc to lean on and leverage off.
- The **goodwill of other people** such as Claire, Peter Fear, Tina and Sarah to support us where they could.
- Seeing the Support workers get it in the last induction session. The **induction sessions**.
- Moving to Cumberland Street. **Getting to know all the support workers**. Being present and being available as a local. We have some great workers who are willing to step in if they are supported