



**Hort
Innovation**

Delivery Partner Pulse Survey results and next steps webinar

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Session Objectives

1. Provide an update on Delivery Partner Portal Pulse Survey Results and Next Steps
2. Provide an update on Hort Innovation continuous improvement activities





Section 01

Pulse Survey Feedback Session



Survey Background

Inaugural pulse survey of Delivery Partners

A pulse survey was issued via email communication to 478 active delivery partners on 23 November 2022 to seek delivery partner perceptions of:

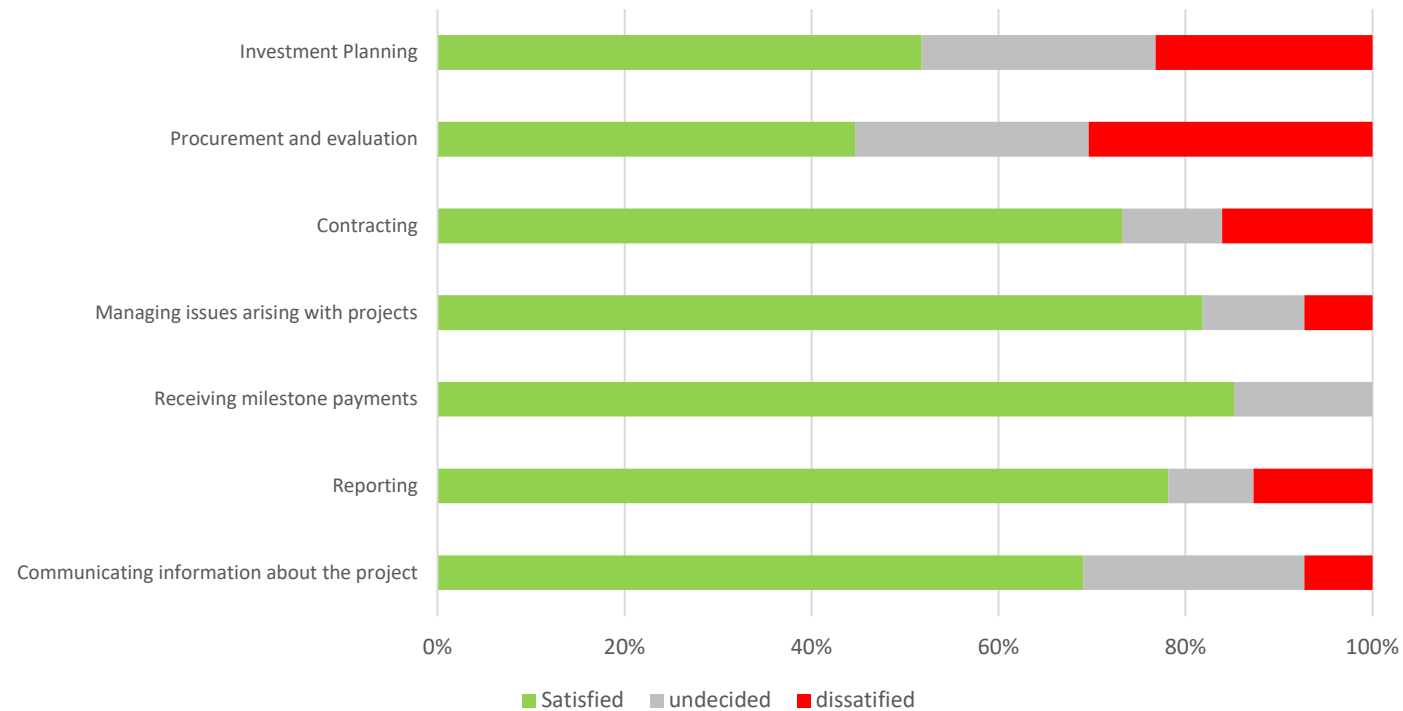
1. Hort Innovation's engagement with delivers partners
2. Delivery partner information products
3. Delivery partner portal.

Survey Monkey was used as the survey vehicle. Responses were anonymous.

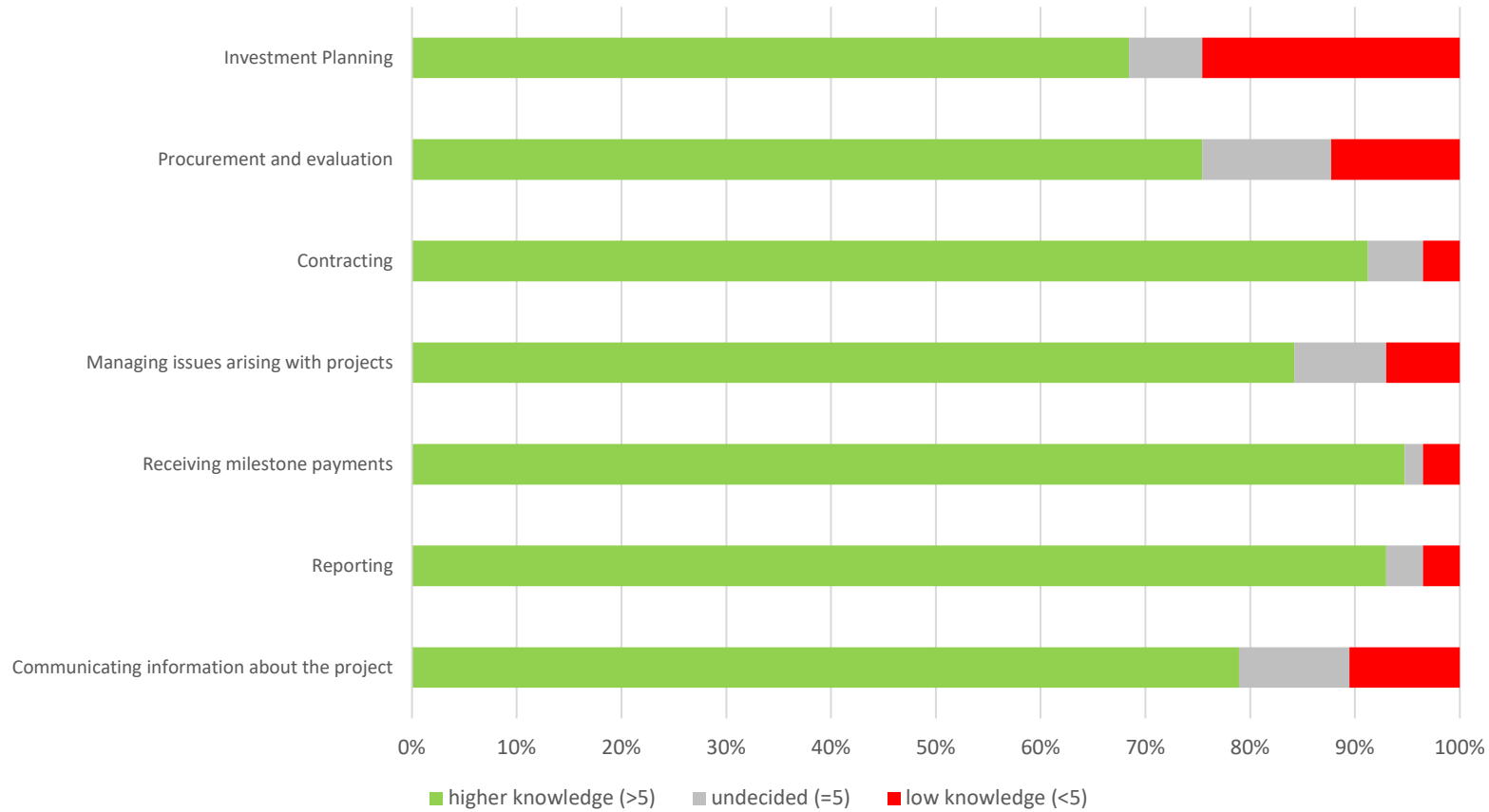
The survey is available as an Appendix to this Report.

The survey closed on 15 December with 57 responses (12 % response rate).

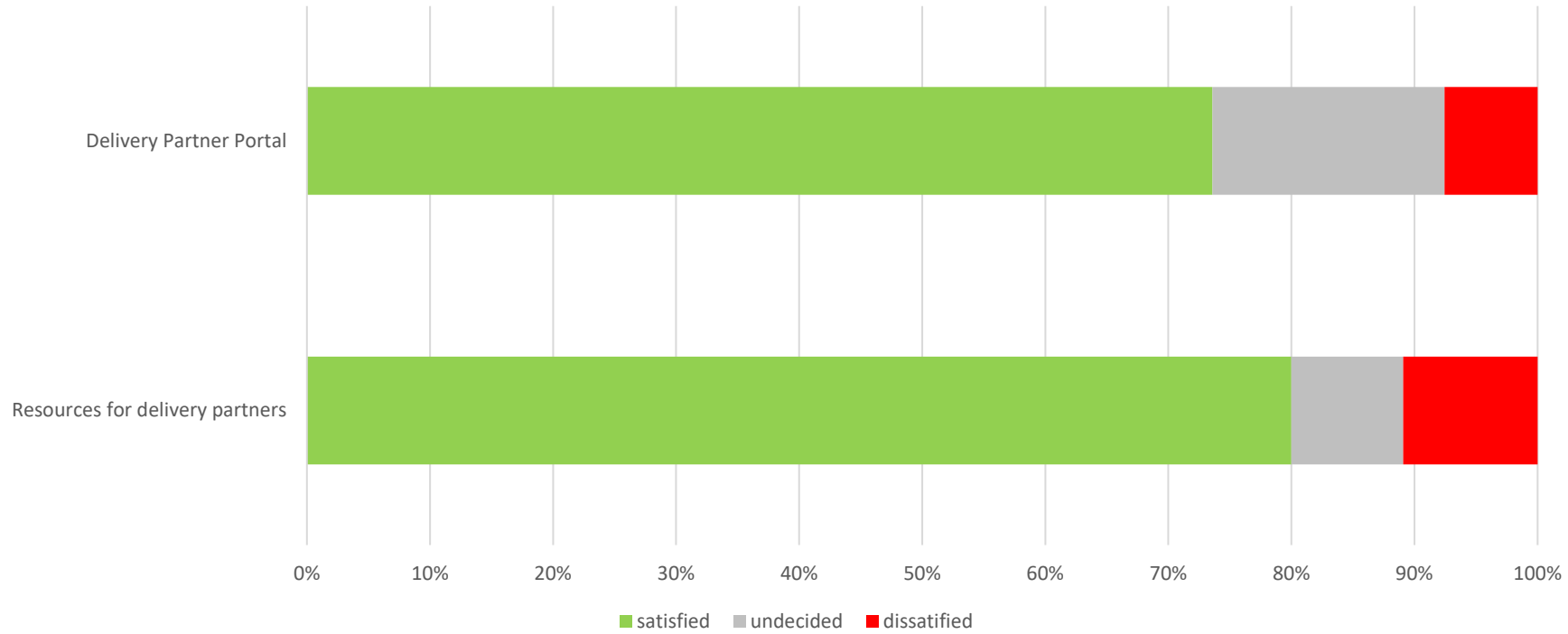
% Satisfied with interactions with Hort Innovation



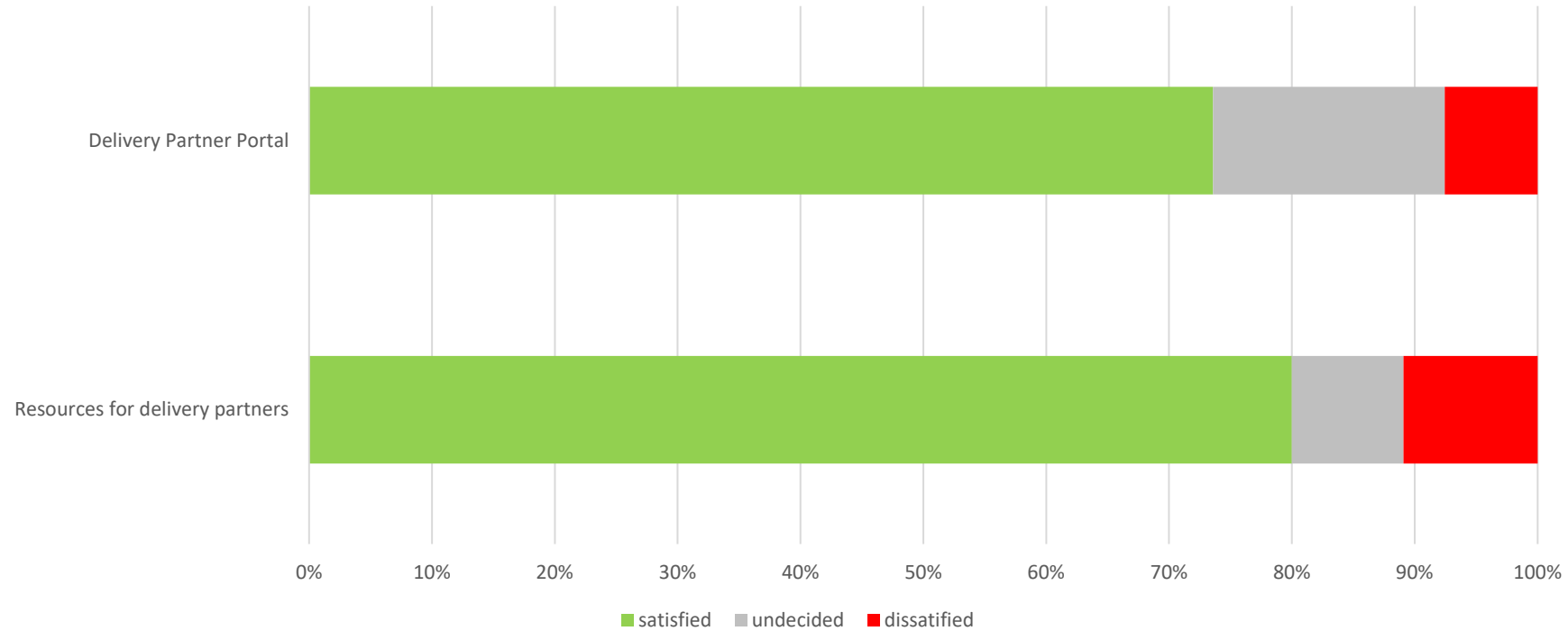
Knowledge about Hort Innovations project management



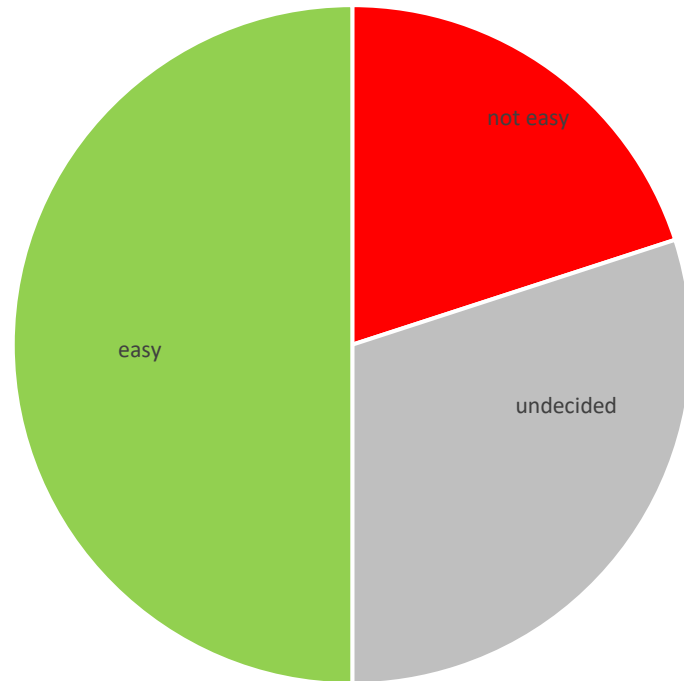
Satisfaction with resources



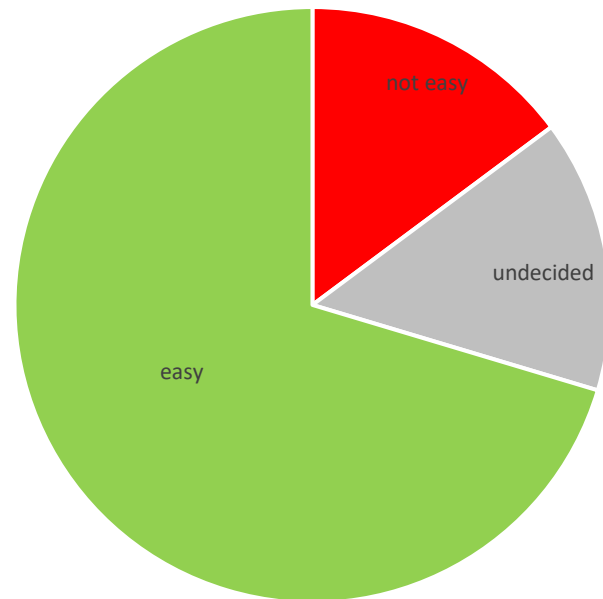
Satisfaction with resources



How well do you think Hort Innovation collaborates with other organisations and industry stakeholders?



Is Hort Innovation easy to work with?





Stakeholder Feedback was plentiful

01 People

"HI's product managers are very supportive."

"Running Hort Innovation Delivery Partner online workshop is a great way for the project leaders to learn more about project management. I hope this type of events can continue in the future."

"Maintaining actual contacts with the stakeholders, especially regarding current projects and opportunity in the making. There's not enough contact that is initiated by Hort innovation."

02 Process

"Simplify the whole process from SOW to the payment of invoices. A lot of unnecessary steps considering the complexity of the program and limited timeframe to execute the various tasks."

"Open and transparent processes for all to see and understand."

03 Approach

"Use language that is easier to understand."

"The Delivery Partner Drop in Sessions have been useful in building my awareness."

"It would be a good start if Hort innovation had an approach that was fit for purpose and aligned to the reality of delivering work in the Hort Sector."



Your success is our success

Next steps

1. Hort innovation will explore ways to strengthen partnerships to ensure delivery partners are more involved in strategic discussions. This will include a mix of key visits to delivery partners, webinars and other dedicate communications.
2. Continue to implement continuous improvement initiatives.
3. Explore further enhancements to template flexibility and overarching project management resources for Hort Innovation staff.
4. Skill up our team to ensure consistency of approach.
5. Repeat survey within 24 months.













Section 02

Continuous Improvement Update

Project MAX

LAST WEBINAR

	Top 10 Improvements Areas	STATUS UPDATE	Expected Timeframes
1	Streamlined process steps to improve speed to market		March 2023
2	Improved investment tracking allowing any delays to be identified quickly		March 2023
3	Enhanced user experience of the portal		January 2023
4	Centralised approach to data capture and knowledge sharing		March 2023
5	Reinvigorated onboarding & training framework		March 2023
6	Flexible ways of progressing investment ideas		Jan-Jun 2023
7	Improved operating rhythm		March 2023
8	Reviewed advisory mechanism as part of the 'Reset and Refresh'		January 2023
9	Enhanced technology creating operating efficiencies		Jun-Dec 2023
10	Improved feedback mechanisms		March 2023

What have we improved?



✓ Better for everyone

Building Trust

Visibility

- we've **raised visibility** of pending and overdue milestones
- we've **improved tracking** of pipeline activity
- we are now easily able to see **where the gaps are**

Amplifying

- Streamlined project content & team SharePoint sites internally **that informs our website for stakeholders**
- HORT intranet coming soon to better manage this new web of information further

How we engage



- More **efficient ways to interact** through the Portal
- Very soon **Marketing Delivery Partners** joining the Portal
- Automatic **milestone reminders**
- Regular **feedback loops** in place

Feedback

Fast track

- Removed 27 **redundant steps**
SOW flow (5)
Expense only flow (7)
Variations by HORT staff (5)
Project Leader change request (10)
 ... **save on average 50 variations a year**
- Enabled **fit for purpose** investment flows
- Piloting different **EOI scenarios & co-design** elements for more flexible ways of seeking ideas

What we do



How we operate



How we access information



How we embrace and grow



Capability

- Launched **new systems training site** housing on demand training resources
- Launched **new onboarding program** to support new starter experience
- Improved Portal guidance ensuring **Delivery Partners** can easily access learning tools

What does this mean for you as Delivery Partners?



01

Improved investment agility

Streamlined ways of working across systems & processes

02

Improved investment visibility

Investment pipeline & milestones

03

Increased confidence of users

Improving guidance tools and user experience

What's next?



1. Additional portal enhancements
2. Further fast tracking to keep agility a focus
3. Role out superuser portal admin privileges
4. Finalise the refresh of RFP and MRT templates
5. Finance system upgrade



Questions and Discussion

