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The Objective Ministerial and Chief Executive Correspondence solution has considerably **reduced end-to-end processing time**, supporting executives to be **more mobile** and reducing manual processes for staff.
Don Frater, Deputy Chief Executive, SA Health

Going digital with Ministerial and Chief Executive correspondence

The Department for Health and Wellbeing (DHW) assists the Minister to set the policy framework and strategic directions for SA Health. As system leader, the department provides support for delivering services, facilitates consultation and monitors performance of South Australia’s public health system.

In 2017, DHW revitalised its intention to move away from paper-based processes. Expanding the use of Objective products to 2000 users across the department since this time has contributed to streamlining business processes and improving staff efficiency. Harnessing the benefits of electronic document management using Objective ECM and advanced searching with Objective Discover, DHW worked with

Objective to create a bespoke Objective Perform workflow solution to electronically manage Ministerial and Chief Executive correspondence.

Faster Approvals - Electronic access to Ministerial and Chief Executive briefings and correspondence enables executives to better locate, review and edit documents. Rapid approvals are now actioned via email from a wider range of devices and locations.

Reducing the flow of paper - The Ministerial and Chief Executive correspondence solution has significantly reduced the costs and processing time associated with moving paper-based documents between offices across the State.

Access and accountability -

A centralised, searchable digital document repository allows the organisation to much more quickly surface documents to efficiently perform its work and meet government and legal reporting obligations.

Better visibility - The correspondence solution provides greater capability to track and analyse processing and implement automation to replace resource-intensive manual methods.



Greater visibility and accountability, easier and quicker to surface documents.



↓ 70%

reduction in travel file creation, saving paper and end-to-end processing time.



↓ 55%

reduced turnaround time for producing Ministerial correspondence, despite increased volume and shorter timeframes.



↑ 200%

increase in information managed electronically.