



Agile mindset: How it helped conduct the Australian marriage survey

Presented by: **Juliet Fallace**
Agile Capability Lead,
Australian Bureau of Statistics



1. Australian Marriage Survey 9 August 2017



Turnbull seeks end to marriage debate with \$122m postal vote

12 months after Census

Census bunglers make a comeback with hopeless Bureau of Statistics to run plebiscite



PM to go postal

2. A challenge or an opportunity?

Postal same-sex marriage plebiscite a mission that could make or break ABS

64m forms, envelopes
and letters to produce

Largest mail-out in
Australian history

99 days to data release

First ever Direction from
Government to ABS

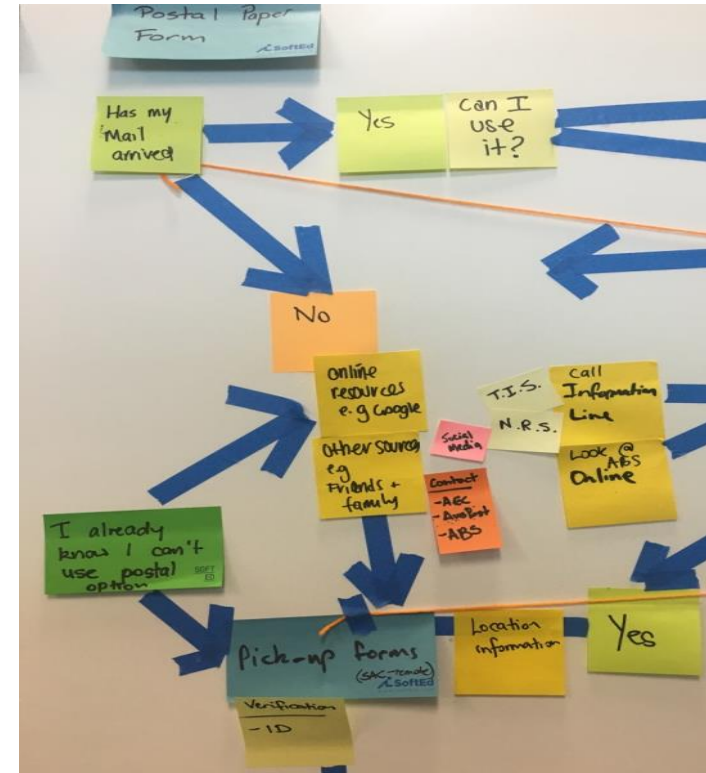
36 hours to design and
launch campaign

4 days to establish a call
centre

Inclusion strategies needed for Australians... overseas, with disabilities, in corrective services, experiencing homelessness, from multicultural communities, and in remote Aboriginal and Torres Strait Islander communities.

3. Applying agile methodologies pragmatically

- Kanban Boards to visualise work
- Stand-ups for transparency and on the spot decisions
- Priorities and goal were clear
- Make the most of cross functional teams
- Commit to ongoing application and learning



4. Building a strong taskforce team

- Design teams around expertise, not level
- Trust our motivated and talented people
- Locate management team on the floor
- Be open about mistakes and move on
- Celebrate success regularly
- Be honest about own strengths and limitations



5. Making good decisions rapidly

- Empower staff to make decisions
- Immerse decision-makers in context
- Impose fewer layers of authority
- Major decisions, issues and risks were clearly tracked
- Risks were understood part of design stage and communicated



6. What people on the taskforce said...



7. The result? A successful survey



79.5%
Response rate

Released
on time

\$40m savings
from \$122m

8. Take home messages

Adopt pragmatic approaches

Start small with 1-2 teams

Increase use of Kanban boards

Build baseline agile literacy

Commit to learning
and improving

Adopt stand-ups

Celebrate success



Thank you
Questions



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