



# Organisation Design at ThinkPlace<sup>x</sup>

**ThinkPlace**   
Part of Synergy Group

# Organisation Design

## We design organisations for impact, agility, and connection.

In today’s rapidly changing landscape, government agencies and public institutions face growing pressure to adapt — from machinery-of-government changes to shifting policy mandates, funding constraints, and rising community expectations. These pressures create both challenge and opportunity: the chance to rethink how organisations are shaped, how they work, and the value they create.

At ThinkPlace<sup>x</sup>, we work at the intersection of organisation design, strategy, and systems change — supporting the creation of entirely new organisations, as well as the evolution of existing ones. We understand that organisations aren’t static charts or linear processes — they are complex, living systems made up of people, structures, technologies, and relationships that must continually adapt. We help clients move from rigid hierarchies and siloed departments to connected, purpose-led systems that are responsive to feedback, designed for performance, and ready to evolve over time.

## Our Approach

### We define your strategic intent

We work with leaders to clarify purpose, direction, and desired outcomes — designing a strategy that aligns vision, values, and performance.

### We centre people and experiences

Whether designing for internal teams or external users, we explore the needs, motivations, and interactions that shape their experience of your organisation — enabling more meaningful engagement.

### We design adaptive operating models

We help you structure teams, roles, processes, and capabilities to deliver effectively. Our models align functions, streamline operations, uplift culture, and connect the right relationships to achieve organisational impact.

### We build clear blueprints for change

Our Organisational Design Blueprints make transformation tangible — articulating who benefits, what improves, and how people, systems, and technologies shift to support the future state.

# Why Clients Choose Us

- We bring systems thinking and strategic clarity to organisational change
- We co-design change with the people who make it work
- We balance structure, culture, and capability to improve performance
- We create blueprints that guide real, implementable transformation
- We deliver flexible models that adapt with your context over time

## How We Can Help



### Strategy Design

We help you define how your organisation delivers on its purpose. By critically assessing the context, drivers, direction, and desired future outcomes, we equip you with a clear strategic plan and roadmap to reach your vision.



### Experience Strategy

We help you understand the people your organisation serves — whether they are internal teams or external clients. We explore their needs, motivations and goals to design better ways for them to interact with your organisation. This could be through improved channels, service charters, products or information material.



### Operating Model Design

We map your organisation’s internal capabilities and help refine your operating model to:

- Align functions and streamline processes
- Define budgets and resourcing
- Uplift team culture and capability
- Establish organisational structure and governance models
- Connect important networks and relationships
- Transform tools and technology to drive efficiency



### Strategic Blueprinting

We create an ‘Organisational Design Blueprint’ that clearly explains your business transformation — who will benefit, what their improved experience will be, and how your organisation will shift its people, processes, and technologies to deliver it. The blueprint becomes an ongoing reference point you can return to over time.

## From Insight to Impact

The best organisations aren't just well-structured — they are connected, adaptive, and designed to deliver on their purpose. We help you build them.

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