

DEVELOPING THE NEW ENGLAND NORTH WEST REGIONAL WORKFORCE STRATEGY

USING THE STRATEGIC WORKFORCE PLANNING FRAMEWORK TO GET THE RIGHT PEOPLE IN THE RIGHT ROLES AT THE RIGHT TIME



NSW PUBLIC SERVICE COMMISSION

partnered with...



NENW REGIONAL LEADERS NETWORK



REGIONAL LEADERS EXECUTIVE



DEPARTMENT OF REGIONAL NSW

1. ALIGN Stage

ALIGN ORGANISATION STRATEGY + SWP PRIORITIES

WE STARTED BY IDENTIFYING

COMMON CHALLENGES

- ATTRACT STAFF
- RETAIN STAFF
- DIGITAL CAPABILITIES

AGREED COMMON VISION

- BEST WORLD CLASS
- CUSTOMER CENTERED
- TAILORED + TARGETED
- INTEGRATED + INCLUSIVE
- TRUSTED PARTNER

ATTRIBUTES CRITICAL TO SUCCESS

- STICKABILITY
- resilient
- DIGITALLY ENABLED
- CUSTOMER FOCUSED
- INNOVATIVE
- creative

2. COMPARE Stage

COMPARE OPTIONS TO ACHIEVE OUTCOMES

WE ANALYSED THE REGION'S WORKFORCE DATA TO UNDERSTAND THE CURRENT COMPOSITION

THROUGH ENVIRONMENTAL SCANNING, WE WERE ABLE TO IDENTIFY TRENDS AFFECTING THE WORKFORCE. THESE WERE...

- Loneliness epidemic
- Citizen driven policies
- Increased connectivity
- Aging population
- De-urbanisation

WE BRAINSTORMED PLAUSIBLE FUTURE SCENARIO'S

+ built a scenario of where we'd be in 10 YEARS

we backcasted by developing a scenario that may OCCUR IN 10 YEARS TIME + BUILT A STORY

CONNECTING THE FUTURE SCENARIOS BACK TO TODAY.

3. IDENTIFY Stage

IDENTIFY GAPS + WORKFORCE INITIATIVES

USING THE OUTPUTS FROM THE PREVIOUS STAGES, WE DEVELOPED THREE KEY THEMES:

- The more TECHNOLOGY we use, the more HUMAN we need to be.
- The more EMPOWERED citizens become, the more RESPONSIVE + INCLUSIVE we need to be.
- The more our citizens DEMAND of us, the more we need to INVEST in our EMPLOYEES.

WE EXPLORED THE RANGE OF WORKFORCE STRATEGIES through THE SIX B'S MODEL

Build Buy Borrow Build Bounce Boost

WE BRAINSTORMED SPECIFIC WORKFORCE STRATEGIES

- Focus on happiness + wellbeing of employees
- Embed continuous learning in our culture
- Redefine what 'good performance' looks like + modernise how it is tracked and measured
- Broaden scope of working flexibly
- Connect across government
- Relationship-based customer service that recognise citizens are the experts
- Value and use information + data
- Use outcome focused systems + processes

4. IMPLEMENT Stage

DEVELOP + IMPLEMENT THE PLAN

Through our themes we IDENTIFIED 20 SPECIFIC WORKFORCE INITIATIVES + ASSESSED THE IMPACT AND EFFORT OF EACH INITIATIVE + PRIORITISE INITIATIVES TO REDUCE down to 8 INITIATIVES

- SOFT SKILL INDUCTION
- INTERNAL CONSULTANTS
- DATA LEARNING
- EMPLOYEE WELLBEING
- INVESTING IN FULFILLMENT
- GOOGLE FRIDAYS
- PERSONAL WORKING GUIDES
- RECRUITMENT FOR ATTRIBUTES

AND ASSIGNED INDIVIDUALS + WORKING GROUPS TO PROJECT PLANS.

we then SOCIALISED the workforce initiatives with the REGIONAL LEADERSHIP EXECUTIVE. THEY ADDED AN ADDITIONAL THREE INITIATIVES

- CONCIERGE RECRUITMENT
- MOBILITY
- GOVERNMENT SECTOR HUBS

5. REVIEW Stage

MONITOR, EVALUATE + REVIEW

NEXT STEPS:

refine AND pilot WORKFORCE INITIATIVES

EVALUATE and SHARE OUTCOMES



to access our STRATEGIC WORKFORCE PLANNING FRAMEWORK

ILLUSTRATED BY TATUMKENNA.COM ©