

## What's important to us

**State Priorities**  
**Premier's Priorities**  
 Choice Value Culture  
 Inclusion Leadership  
**Minister Innovation**  
 Planning Future  
**Strategy Customer**  
 Citizen

## What we say



## What we think about



## How we act

- We use **capabilities as the foundation** for every aspect of workforce management
- We use a **range of approaches** to source the capabilities we need (from within and beyond the sector)
- We use mobility provisions for **mutual benefit** – to develop careers and resource business priorities
- We recruit with confidence because we use **fit-for-purpose strategies** and assessments to meaningfully inform our decisions
- We make decisions based on good information, measure the effects of what we do on business outcomes and **employee engagement**, and look for stories in our data
- We design the work we do, and the way we do it, with **inclusion** in mind
- Our workforce planning prepares us to be **agile and responsive**, able to deliver on current and future business priorities
- We value **supportive and capable leadership**, and invest in our current leaders and future pipeline
- Our **workforce culture** is welcoming, respectful and collaborative
- We use a **range of strategies** to manage and engage people, understanding their aspirations, acknowledging their contributions, and encouraging them to grow
- We are **advocates** for the sector as an employer of choice
- Each of us is clear about our **contribution** to the organisation's direction

## How we know we have succeeded

- High employee engagement
- Improved customer satisfaction
- Increased productivity
- Increased workforce diversity
- Government/Minister satisfaction with capacity to deliver
- Increased mobility throughout the public sector

## Some of the supports we use



Employee Value Proposition for NSW Government to attract the best talent



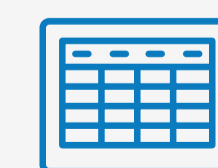
Human Capital Management System to make decisions based on workforce information and data



NSW Government Leadership Academy to develop a pipeline of public sector leaders



Government Employee Number to manage the workforce as one sector



Capability Framework to inform workforce planning

# Agency

Workforce Management



Public Service Commission

work FOR NSW

What's important to me

State Priorities Premier's  
Priorities Government High  
performance Accountability  
Leadership Trust Digital  
Customer Choice Value  
Employee engagement  
Service delivery  
Stewardship Contestability



Agency Head

Workforce Management



Public Service Commission

I work FOR NSW

What I say

"I collaborate with my peers to optimise our workforce's contribution to Agency and public sector outcomes"

"I consider public, private and non-government options for delivery of public services"

"I regularly review how work is designed and delivered, ensuring it aligns with business outcomes"

"I cultivate an environment of trust and inclusion, inviting ideas from anyone, anywhere"

"I build agile teams that can adapt to match challenging environments and stay ahead of future needs and problems"

"I create a high performance culture in my Agency"

What I think about



How I act

- I make **performance development** the top priority for my workforce, for mutual benefit
- I **look at a wide range of options** when considering how to best deliver services
- I see my Agency's ability to **partner with people** from other sectors as a key measure of success
- I collaborate with other Agency Heads to build a **strong leadership pipeline** across the public sector
- I **collaborate** with peers across the public sector to develop solutions to service delivery and policy challenges
- I **value and reward** strong communication, collaboration and contract management capabilities in managers of outsourced service delivery arrangements
- I am visible as a leader and **spend time with people** of all levels in my organisation

- I champion the Agency's values and ethics and **expect the highest standard** from my team

How I know I have succeeded

- High employee engagement
- Increased productivity
- Improved customer satisfaction
- Increased mobility and positive performance ratings for Executives across the Public Service
- Increased workforce diversity
- Government/Minister satisfaction

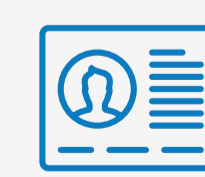
Some of the supports I use



Employee Value Proposition for NSW Government to attract the best talent



Workforce Profile and sector-wide and cluster data analysis to understand the current workforce and plan for the future



The KPI Framework to align workforce strategy with business outcomes and Workforce Dashboard to monitor and respond to workforce metrics.



NSW Government Leadership Academy to develop a pipeline of public sector leaders

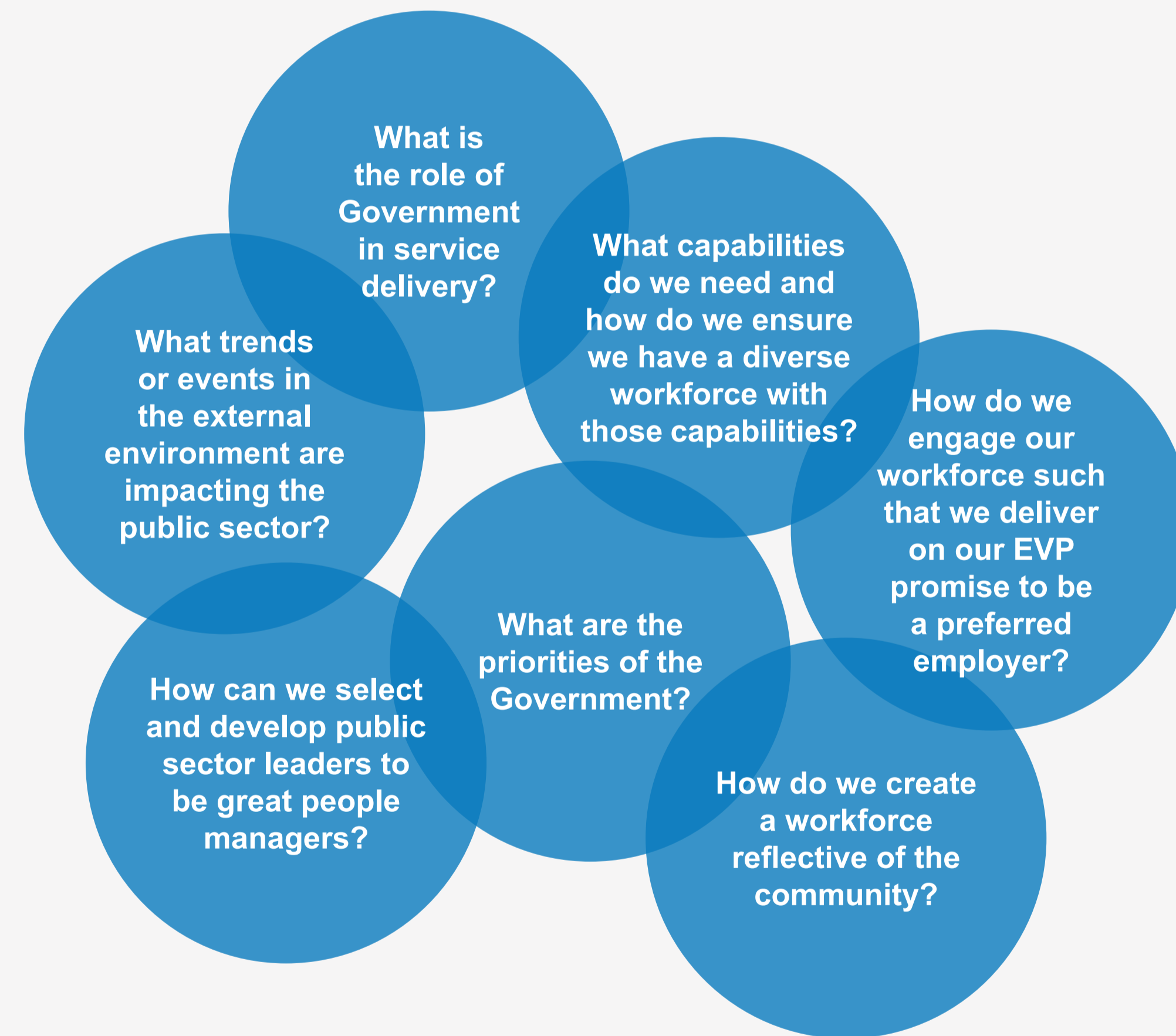
## What's important to us

**Culture** Inclusion  
**Leadership** Minister  
**Innovation** Planning  
**Choice** Value Future  
**Growth** Strategy  
**Customer** **Citizen**  
**People management**  
**State Priorities**  
**Premier's Priorities**

## What we say



## What we think about



## How we act

- We apply a range of different business models and **innovate** to make the public sector more efficient in its direct and indirect delivery of services
- We champion and role model the **highest standards** of ethical and professional behaviour
- We create **working partnerships** with our non-government service providers
- We foster a **high performance culture** through clear direction, effective conversations and strong employee engagement
- We work together to foster **workforce mobility** across the sector
- We lead and support the public sector through significant **change and reform programs**

- We **share information** with, and gather feedback from, all other Agency Heads in our Clusters

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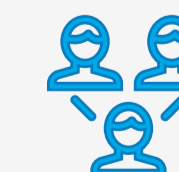
## Some of the supports we use



Employee Value Proposition for NSW Government to attract the best talent



Workforce Profile and State of the public sector reporting to understand the current workforce and plan for the future



NSW Government Leadership Academy to develop a pipeline of public sector leaders



People Matter Employee Survey results to set priorities to improve our people management

# Secretary Board

Workforce Management



Public Service Commission

work FOR NSW