What we think about

How do we best design work to deliver outcomes?

What are the capabilities we need to do the work?

What does our Agency need to deliver?

What work will our Agency be doing into the future?

How can we best meet the needs of our customers?

What is our organisational culture and what does it need to be?

How do we think and act as part of one public sector?

What's important to us

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

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

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

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

What we say

“We work for NSW”

“We accept people for who they are”

“We offer great careers, with choice”

“We seek out opportunities to collaborate on common problems across the public sector”

“Our leaders understand the importance of good workforce management to business”

“We are motivated to do our best work”

“We respect our leaders”

“We pilot new and innovative approaches to service delivery and work design”

“We value diversity of experience, perspective and capability”

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What I think about

What I say

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

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

“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 collaborate with my peers to optimise our workforce’s contribution to Agency and public sector outcomes”

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

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 we think about

- What is the role of Government in service delivery?
- What trends or events in the external environment are impacting the public sector?
- How can we select and develop public sector leaders to be great people managers?
- What are the priorities of the Government?
- How do we create a workforce reflective of the community?
- What capabilities do we need and how do we ensure we have a diverse workforce with those capabilities?
- How do we engage our workforce such that we deliver on our EVP promise to be a preferred employer?

What we say

- “We look for the right mix of private, not-for-profit and government organisations to deliver public services”
- “We collaborate to act as one public sector in solving whole-of-government challenges”
- “We develop a pipeline of future public sector leaders”
- “We configure our work and how we do it to meet emerging priorities”
- “We adjust our services to meet community needs and expectations”

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

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
- 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