NSW Public Sector Capability Framework

Version 2: 2020

Introduction

The NSW Public Sector Capability Framework was launched in 2013. Two major reviews were undertaken by the Public Service Commission (Capability Stocktake & Recruitment Review) that provide insight into the user experience of the Framework and to ensure content continues to remain fit for purpose both now and into the future. Whilst there were a range of views, overall feedback revealed there is a high level of satisfaction with the Capability Framework in terms of its structure and content and its potential to support workforce management practices. However, there was a highlighted need to allow a more flexible approach to applying the Framework to achieve the best outcomes from its use.

What's new?

Improved capability descriptors

Act with integrity, manage self, value diversity and inclusion, commit to customer service, demonstrate accountability and optimise business outcomes descriptors have been updated to give a clearer explanation of what each capability covers to assist reader understanding.

New name for value diversity capability

*The value diversity capability is now value diversity and **inclusion*** giving formal recognition to the importance of inclusion in the Capability Framework. The capability descriptor and behavioural indicators have also been updated to capture the broader context of inclusion.

Revised behavioural indicators

The behavioural indicators have been updated to remove duplication and improve understanding. Revisions have been made to several capabilities including:

- *value diversity (now value diversity and inclusion)*
- *think and solve problems*
- *technology*
- *project management*
- *manage and develop people.*

Minor revisions, such as word changes and removing duplication, have been made to the behavioural indicators for some of the other capabilities.

Revised introductory pages

That more clearly describe how the Capability Framework can be used throughout the employee lifecycle and point to the occupation-specific capability set.

Framework icons meet accessibility standards

There have been slight modifications to the colours/tints/contrasts of the Capability icons to meet accessibility standards.

Frequently asked questions

Do the updates to the Capability Framework change the way it is used?

The updates to the Capability Framework are designed to improve understanding of the capabilities and behavioural indicators. The overall intent of the Capability Framework does not change.

There are differences however in how the Capability Framework is used in role description development and for recruitment assessments (see Role Description FAQ).

Should agencies update their existing Capability Framework resources?
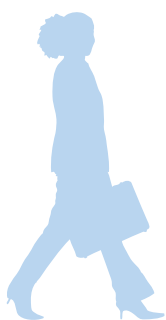
Yes, up to 50% of the wording of the Capability Framework has been updated as well as the icons. The PSC recommends agency systems that draw from the Framework be updated by June 2020 in line with the performance review cycle.

What support is available for agencies to update internal Capability Framework resources?

- An excel version of the Capability Framework is available on request
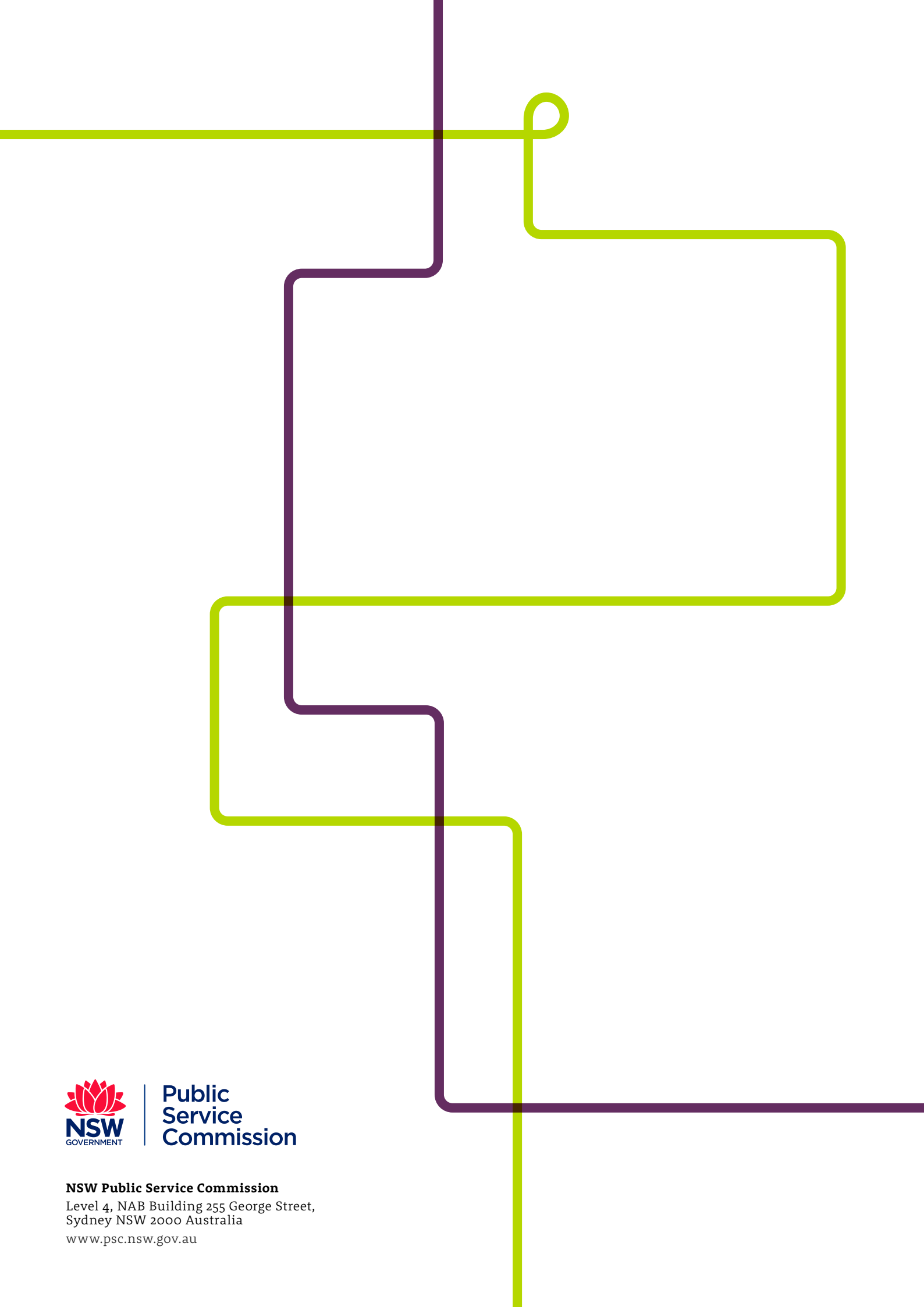- Modified icon images are also available on request.

Why is there not more emphasis on digital capabilities?

Digital/future of work experts were consulted to ensure that the Framework addresses the capabilities fundamental to new ways of working. Some behaviours relating to creativity, empathy etc. have been incorporated into the Capability Framework.

The next iteration of the Capability Framework will be informed by themes emerging from the sector-wide future-of-work project and is expected to incorporate digital capabilities in more depth.

In the interim, specific needs for digital capabilities that are not adequately covered by the Capability Framework or the Skills Framework for the Information Age (SFIA) can be addressed in the Knowledge and Experience section of the role description.