

# PUBLIC SERVICE COMMISSION BUSINESS PLAN 2020-2021

## Our purpose

A trusted partner and advisor to the NSW public sector in shaping a world class workforce

## Our ambition

A contemporary, diverse, inclusive and highly capable public sector who deliver the best outcomes for the people of NSW

## Our core attributes



### Leadership

A forward thinking innovator that instils confidence in others



### Knowledgeable

Understands data and research and provides insightful, evidence-based advice, services and programs



### People focused

Inclusive, ready to listen and see things from your perspective



### Trusted

Provides sound advice and accurate information you can rely on



### Service

A responsive and collaborative partner, striving for the highest quality outcomes

## STRATEGIC FOCUS AREAS

### Smarter ways of working

A mobile and flexible workforce where talent is optimised and work is outcomes focused

### Inclusive, ethical public sector

Inclusive and ethical workplaces with strong values that reflect the community they serve

### Measuring up to world class

Decision makers have quality, timely data and analysis enabling insights for continuous improvement

### Capability for high performance

People at every level have the capabilities and skills to adapt to emerging needs and changing environments

## 2020-2021 INITIATIVES

- **Recruitment and mobility** – the NSW public sector delivers a world class recruitment and talent experience
- **Strategic workforce planning** – the right people, in the right roles, at the right time, meeting longer term government objectives.
- **Organisation and role design** – agile, flexible and outcomes-focused design practices maximise performance and employee engagement
- **Employment frameworks and structures** – employment architecture enables and enhances sector performance

- **Inclusive cultures** – leaders harness and empower diverse workforces to drive productive and positive workplace cultures
- **Workforce equity** – barriers to inclusion are removed and opportunities are embedded to make workplaces equitable
- **Accessible and connected systems** – systems support equal access and active participation
- **Ethical, safe and values led cultures** – people live the public sector values and are accountable for ethical behaviour

- **Sector insights** – a clear transformation agenda informed by data and analysis
- **Advanced analytics** – agencies can predict and benchmark workforce outcomes with service reforms
- **Data management** – holistic real-time workforce systems and analytics that increase productivity and reduce costs
- **Decision support** – integrated research and analyses to address sector-wide workforce challenges and priorities

- **Developing capabilities** – high potential talent is attracted, developed and retained
- **Improving leadership mindsets, capabilities and behaviours** – leaders have the mindsets, capabilities and behaviours to create inclusive and high performing workplace cultures
- **Targeted capability uplift** – high performing capability in HR, people management, change management and digital
- **Core digital capabilities** – people have the capabilities to fully contribute in contemporary workplaces