

Video transcript: Building a Capable and High-performing Public Service Workforce

About this audit

To deliver high-quality programs and services for our community we need a capable, high-performing public service. And the community expects its public service to be efficient and effective.

The size and cost of the Victorian Public Service (or VPS) is significant.

In 2022–23 the 10 government departments employed around 41,000 VPS staff at a cost of more than \$5.7 billion.

In this audit we looked at the workforce policies and practices of the Victorian Public Sector Commission and 2 government departments. We also looked at the Commission's guidance on workforce capability.

What we concluded

The Commission doesn't have systematic processes for developing and reviewing its guidance. But both departments and the Commission have policies, plans, strategies and practices to help them build capable and high-performing workforces.

We made 2 key findings.

Key finding 1

First, the Commission's guidance consistently reflects the public sector values, employment principles and key themes that contribute to a capable and high-performing workforce.

But it couldn't show us that its guidance is always informed by research and consultation. Without a consistent approach, the Commission may not be able to make sure its guidance reflects better practice.

And without a systematic process for reviews, its guidance may not always be up to date. For example, it may not capture better practice changes over time.

Key finding 2

Second, both departments and the Commission set clear performance expectations for staff, encourage regular feedback, facilitate continuous learning and focus on employee engagement.

Senior leaders also monitor performance and progress against team priorities. All of this helps them build capable and high-performing workforces.

What we recommended

We made one recommendation to the Commission about ensuring its guidance reflects better practice.

More information

For more information, or to read our full report, go to audit.vic.gov.au