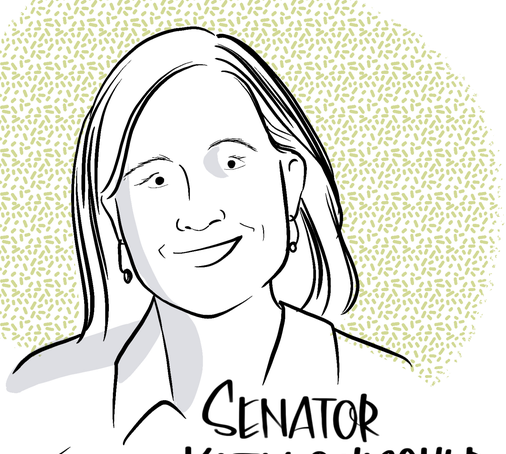
STATE OF THE SERVICE ROADSHOW 2023

Australian Capital Territory



SENATOR KATY GALLAGHER

LAUNCH!

YUMA!



HELLO & WELCOME to COUNTRY!

Uncle Wally Bell

EXPAND YOUR HORIZONS...

make change

REFORM

Reflecting on 2022...

THERE'S JOBS WE HAVEN'T THOUGHT of YET!

PULLING in THE SAME DIRECTION!

WE HAVE to ADAPT & ADOPT - UTILISE TECHNOLOGY

GENDER BALANCE



25% of PUBLIC SERVANTS WERE BORN OVERSEAS

STRENGTHENING OUR CORE CAPABILITIES!

=LESS RELIANCE ON EXTERNAL CONTRACTORS

SPECIALIST EXPERTISE & CAPABILITY

ONE APS

- ACADEMY
- CRAFT
- WORKING in PARTNERSHIP!
- DATA

WHAT DOES GENUINE PARTNERSHIP LOOK LIKE?

CULTURE

- CURIOSITY
- CONTESTABILITY
- COLLABORATION
- COURAGE
- COMMUNICATION
- COORDINATION



HI MICHAEL!



Share our Story

THERE'S 5 GENERATIONS EMPLOYED in the APS, but THERE ARE OTHER THINGS THAT DEFINE US!

APPRECIATE ALL THE DIVERSITY

DIVERSIFY

BE CONTENT

DELIVER for GOVERNMENT

FLEXIBILITY MEANS DIFFERENT THINGS to ALL of US!

IT'S MORE THAN JUST 4 DAYS a WEEK

IT APPLIES to OUR RECRUITING PRACTICES TOO!

IT'S a life long apprenticeship

CONTINUOUS LEARNING



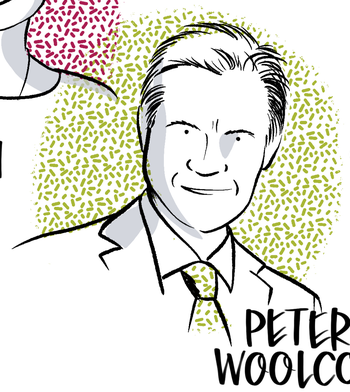
DR RACHEL BACON



RAY GRIGGS AO CSC



JODY BROUN



PETER WOOLCOTT AO

YOUR PANEL:





GRAPHIC RECORDING by DEBBIE WOOD.COM.AU @deb_sketches ON NGUNNAWAL COUNTRY

State of the Service ROADSHOW 2023

STATE OF THE SERVICE ROADSHOW 2023

New South Wales



PETER WOOLCOTT AO

APS REFORM

A BETTER PUBLIC SERVICE for the FUTURE

APS ACADEMY

CRAFT

MOBILITY is INCREASING

INTEGRITY is PART of OUR CULTURE

SKILLED WORKFORCE

CAREER DEVELOPMENT!

TAKE CARE of YOURSELVES & ONE ANOTHER

MERIT LISTS

MAKING RECRUITMENT EASIER & FASTER

JOB SATISFACTION

INTEGRITY

WHAT ARE THE MOST IMPORTANT THINGS?

CLIENT SERVICE

ENJOYMENT @ WORK is UP to OUR LEADERS

WORK

LIFE

WHAT ENERGIZES YOU OUTSIDE of WORK?

But it's also up to EVERYONE!

WHAT MATTERS to YOU MOST?

REGIONAL & REMOTE WORK HAS benefits

IT'S GOT TO WORK for the TEAM & the INDIVIDUAL

BEING ON COUNTRY IS CRITICAL for FIRST NATIONS PEOPLE.

THE PUBLIC SERVICE IS LIKE AN APPRENTICESHIP

THE GOVERNMENT is IN CANBERRA – that CAN'T CHANGE!

A DAY @ THE OFFICE IS NOT DEAD!

NETWORKS

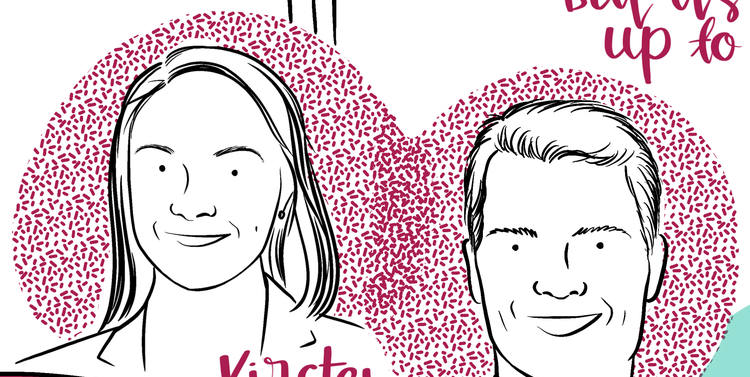
CULTURE

LEARNING from PEERS

CO-LOCATION has BENEFITS

NETWORK!

YOUR PANEL:



Kirsten Fish

Dean Knudson

WHAT IS THE VALUE PROPOSITION of APS

IF NOT, WHY NOT?

BARGAINING & PAY SCALES

TERMS & CONDITIONS

WAGES

FLEXIBILITY

LEAVE ARRANGEMENTS

WE'RE @ THE START of A JOURNEY!

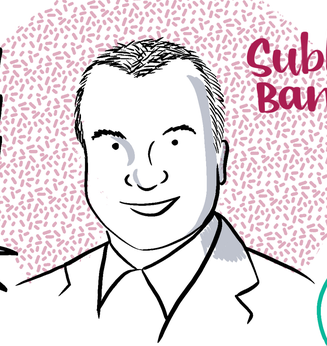
POSITIVE OUTCOMES!

DIVERSITY is IMPORTANT AND SO is INCLUSION

State of the Service ROADSHOW 2023

GRAPHIC RECORDING by @deb_sketches ON WURRUNDJERI LANDS

STATE OF THE SERVICE ROADSHOW 2023



Subho Banerjee

Northern Territory

INTEGRITY

IT'S WHAT DEFINES US AS PUBLIC SERVANTS!

THE CURRENT OPERATING ENVIRONMENT is COMPLEX

WE MUST STRIVE to MEET THIS!

USE THE APS ACADEMY!

A DIVERSE WORKFORCE is an EFFECTIVE WORKFORCE!

WITHOUT LEAVING YOUR BASE

SEE DIFFERENT WAYS of OPERATING

EXPOSURE + OPPORTUNITY

TEA ROOM CONVERSATIONS

SHARE EXPERIENCES WITH YOUR WIDER TEAM!

MOBILITY

CAPABILITY UPLIFT

IT MEANS DIFFERENT THINGS TO EVERYBODY!

CHALLENGES

IMPACT

JOB SATISFACTION

FLEXIBILITY

WORK LIFE BALANCE



WE NEED to ACCESS TALENT from ALL ACROSS the COUNTRY!

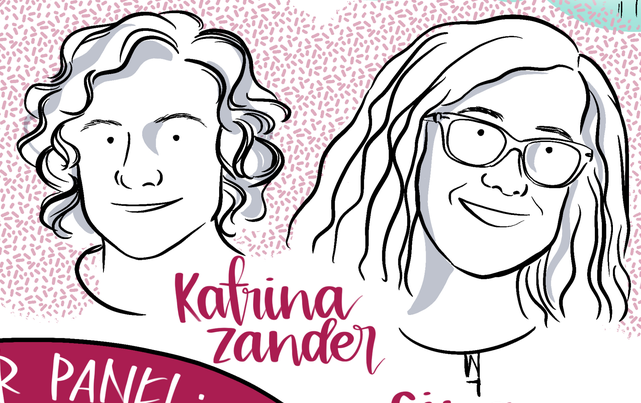
SPIRIT of SERVICE

MUTUAL BENEFIT

INDIVIDUAL

ORGANISATION

TEAM



Katrina Zander

Gina Cass-Gottlieb

YOUR PANEL:

ACCC HAS OFFICES AUSTRALIA WIDE INCLUDING DARWIN

INVESTIGATION of FOOD PRICING in NT



INCREASE RECRUITMENT + DEVELOPMENT of ABORIGINAL + TORRES STRAIT ISLANDER PEOPLE

4-DAY WORK WEEK?

PART-TIME

JOB-SHARE



THE WAY WE WORK IS CHANGING

WE NEED to EMBRACE IT!

WE NEED to IMPROVE

REMOVE BARRIERS!

WELCOMING + ENGAGING



Streamline RECRUITMENT

INTERNS + GRADUATES

SPEED UP SECURITY + POLICE CHECKS



APS PEOPLE NEED...

Adaptability

curiosity

collaboration

co-design

State of the Service ROADSHOW 2023

GRAPHIC RECORDING by @deb_sketches ON WURRUNDJERI LANDS

STATE OF THE SERVICE ROADSHOW 2023



SUBHO BANERJEE

ONE APS

STRIVING for EXCELLENCE

INTEGRITY is always @THE CORE!

Queensland

WHERE WE WORK

WHEN WE WORK

Flexibility

WHEN YOU'RE in SERVICE DELIVERY WE NEED to BE WHERE OUR CUSTOMERS NEED

IT TAKES WORK to MAKE IT WORK!

REQUIRES CONNECTIVITY!



WORKING a 9 DAY FORTNIGHT MEANS I CAN HANDLE THE LIFELOAD



JESSICA HAMILTON



SYBILLE McKEOWN

YOUR PANEL:

THE EXTERNAL ENVIRONMENT IS COMPLEX

AGILITY

DATA

CRITICAL THINKING!

SKILLS FOR THE FUTURE!

COMMUNICATION

LOOK OVER the HORIZON!



THINKING & FOCUS TIME is IMPORTANT!



CREATE SPACE

FIND WHAT YOU'RE PASSIONATE ABOUT!

BE CURIOUS!

INFORMAL DEVELOPMENT

COACH & BE COACHED

MENTOR & BE MENTORED

REFLECT & GROW WITH EXPERIENCE

C R A F T

OUR CAPABILITY

mobility

LEADERSHIP AT ALL LEVELS

VULNERABILITY is OKAY!

ASK for HELP!

INTER-AGENCY

WHOLE of SERVICE

TAKE ACCOUNTABILITY for YOUR OWN PATH FORWARD!

CULTURE!



WE MAKE a difference!

THE SPIRIT of SERVICE

WORK SMARTER

4-DAY WEEK

It's got to work for EVERYONE!

WE'RE COMPETING for TALENT

BARGAINING

THERE'S 160,000 of US ACROSS the APS

IT'S a FORMAL PROCESS

HOW CAN IT WORK FOR...

ORGANISATION

TEAMS

INDIVIDUALS

REGIONAL TALENT & FLEXIBILITY

...how might we...?

WE ARE DRIVEN BY PURPOSE!

LEAN IN!

WALK the TALK!

State of the Service ROADSHOW 2023

GRAPHIC RECORDING by @deb_sketches ON WURRUNDJERI LANDS

STATE OF THE SERVICE ROADSHOW 2023

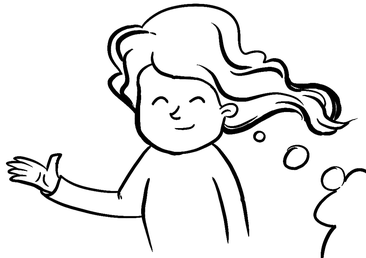


SUBHO BANERJEE

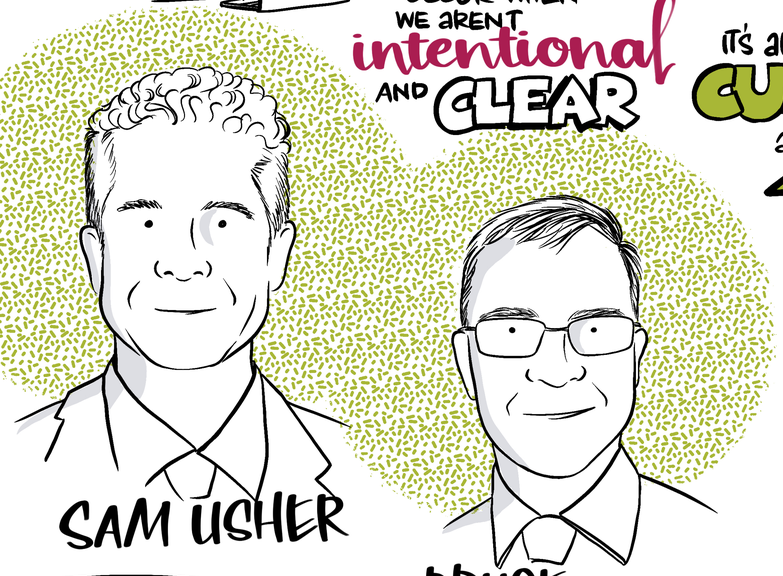
South Australia



CHALLENGES OCCUR WHEN WE AREN'T **intentional** AND **CLEAR**



IT'S ABOUT **CULTURE** AND BEING **DELIBERATE!**

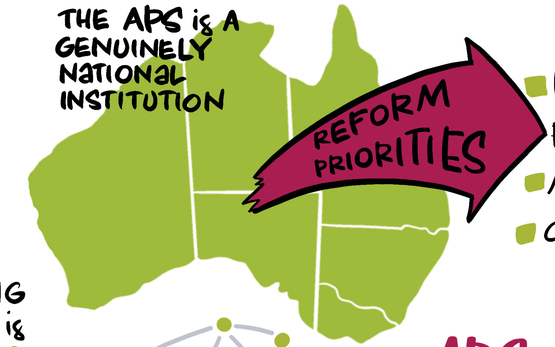


SAM USHER

BRUCE WARRINGTON

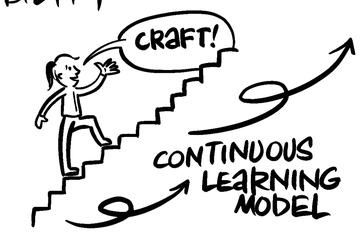
YOUR PANEL:

THE APS is A GENUINELY NATIONAL INSTITUTION



REFORM PRIORITIES

- EMBODIES INTEGRITY
- PEOPLE & BUSINESS at the CENTRE
- MODEL EMPLOYER
- CAPABILITY



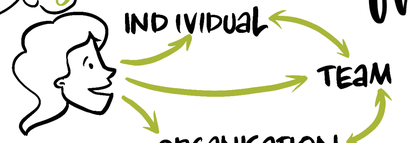
APS ACADEMY

THE OPERATING ENVIRONMENT is **COMPLEX!**

THINK ABOUT THE **possibilities!**

MOBILITY

flexibility



diversify....



WE WANT TO ATTRACT AND RETAIN a WIDE RANGE of PEOPLE!

NEURODIVERSITY is **VALUED!**

WORK LIFE BALANCE

MANAGING FLEXIBLE TEAMS NEEDS SUPPORT!

OPEN UP THE **conversation** AROUND MENTAL HEALTH

SHARE WHAT'S GOING ON OUTSIDE WORK!

ITS JUST AS IMPORTANT AS PHYSICAL HEALTH!

EMPATHY

SALARY CONSISTENCY

THE FORMAL PROCESS is UNDERWAY

MARKETS VARY ACROSS INDUSTRIES

SOME DEPTS are HIGHLY TECHNICAL & SPECIALIST

INTEGRITY

IT'S UP TO EVERYONE!



APS vs. PRIVATE SECTOR

INTERNATIONALLY REGARDED

THERE'S ALWAYS WAYS to IMPROVE.

STEWARDSHIP



State of the Service ROADSHOW 2023

GRAPHIC RECORDING by @deb_sketches ON WURRUNDJERI LANDS

STATE OF THE SERVICE ROADSHOW 2023



Helen Wilson

POST COVID 19
GLOBAL DISRUPTION
NATURAL DISASTERS
ECONOMIC UNCERTAINTY ??

COMPLEX

LEADERS ARE FACING MORE CHALLENGES THAN EVER BEFORE

Victoria

LEADS to BETTER OUTCOMES!

SUPPORT NEURODIVERSITY & DISABILITY in LEADERSHIP

WORK & CONTRIBUTE AS YOU CAN

DIVERSIFY

ASK THE GRADUATES!

WE NEED TO CHANGE THE WAY WE RECRUIT!

HOW DO WE GET GEN Z INTO THE APS?

FLATTER STRUCTURES

DATA

HR

Continuous Learning

BE OPEN!

USE YOUR EARS!

GO FOR COFFEE

Integrity

LEAD BY EXAMPLE

Mobility

LOOK AT THE APS JOBS WEBSITE!

LOTS of ADVANTAGES for YOU & the ORGANISATION

MOBILITY HELPS US LEARN TO SPEAK OTHER PEOPLE'S LANGUAGES

2020 2021

MELBOURNE & VICTORIA HAS BEEN THROUGH A SPECIAL KIND of TRAUMA

HOW CAN WE DO MERIT BETTER?

EMPLOYER of CHOICE

WHAT DOES the TEAM NEED?

WHAT DOES the ROLE REQUIRE?

Flexibility

MANAGING DISPERSE TEAMS REQUIRES a LEARNING CURVE

4-DAY WEEK!

TIME/ HOURS

LOCATION

WE DO NEED CONNECTION

COMMUNICATE WITH YOUR LEADERS ABOUT PRIORITIES!

OVERWORK HAS COSTS!

IN

RETENTION? MAYBE LET THEM FLY... THEY MAY COME BACK



NATALIE JAMES



REBECCA FALKINGHAM PSM

YOUR PANEL:

WELLBEING



WORKING DIFFERENTLY BUT WORKING TOGETHER!

collaborate!

ADVICE:

TRUST EVERYONE.

TRUST YOUR GUT.

BE AUTHENTIC!

ROBODEBT

WE NEED TO PROVIDE FRANK & FEARLESS ADVICE

CULTURE is CRITICAL

WHEN PEOPLE SPEAK UP, THEY MUST BE HEARD

ONE APS

BETTER RELATIONSHIPS!

PICK UP the PHONE!

State of the Service ROADSHOW 2023

GRAPHIC RECORDING by @deb_sketches ON WURRUNDJERI LANDS

STATE OF THE SERVICE ROADSHOW 2023

Tasmania



Helen Wilson

WE ARE OPERATING in COMPLEX TIMES!



APS ACADEMY

CONTINUOUS LEARNING & DEVELOPMENT

IT'S CORE TO ALL THAT WE DO!

INTEGRITY



leadership

SUPPORTING LEADERS in A COMPLEX ENVIRONMENT

WE MUST VALUE OUR PEOPLE!

CONNECTION & EMPATHY is WHAT HUMANS NEED

SUCCESSFUL COMPANIES HAVE THIS!

DIVERSE IDEAS

REMOVE BARRIERS to INCLUSION

WE'RE all LIVING LONGER

SO WE MAY WORK LONGER if FLEXIBILITY is THERE!



Skills

IT CAN'T WORK FOR EVERY ROLE!

WIN WIN

DISPERSED TEAMS REQUIRE TRUST

flexibility IS KING!

BUT TEAMS NEED TO COME TOGETHER

MOBILITY

CHECK OUT THE TEMPORARY JOBS AVAILABLE!

WE ARE AUSTRALIAN PUBLIC SERVANTS FIRST.



OLD WAYS of INTERVIEWING...

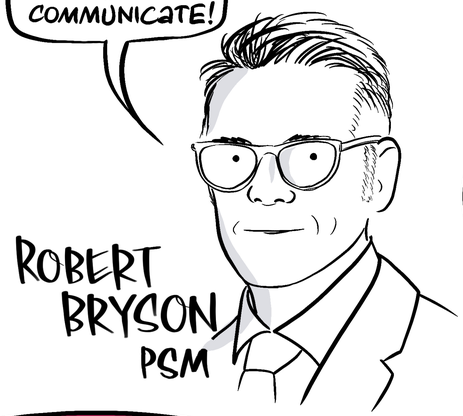
RISK vs. INNOVATION





OUR RISKS in ANTARTICA often REQUIRE INNOVATION!

COMMUNICATE COMMUNICATE COMMUNICATE!



ROBERT BRYSON PSM



MARDI JARVIS

YOUR PANEL:

YOU'VE GOT TO BE BRAVE!

IF YOU'VE GOT BAD NEWS, TELL YOUR LEADERS

State of the Service ROADSHOW 2023

GRAPHIC RECORDING by @deb_sketches ON WURRUNDJERI LANDS

STATE OF THE SERVICE ROADSHOW 2023

Western Australia



Helen Wilson

WE'RE OPERATING in an INCREASINGLY complex environment!

APS ACADEMY

INTEGRITY

You have the POWER to MAKE CHANGE!

IT'S ALL INTERCONNECTED



DIVERSITY

A DIVERSE WORKFORCE is MORE PRODUCTIVE!

WE MUST DO BETTER!

WE ARE EXPLORING EVERY OPTION to FIND GOOD STAFF!

PROFESSIONS

DATA

DIGITAL

HR

IT'S GOT TO WORK FOR EVERYONE!

LOCATION

FLEXIBILITY

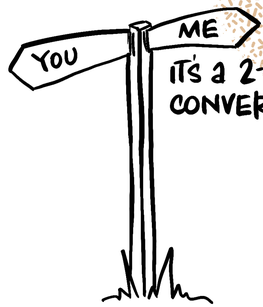
TIME

INDIVIDUAL

TEAM

ORGANISATION

IT TAKES TIME & ENERGY!



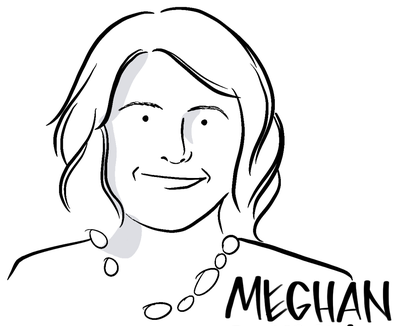
IT's a 2-WAY CONVERSATION

PERFORMANCE MANAGEMENT

WE BRING OUR WHOLE SELVES TO WORK

GET TO KNOW YOUR TEAM & THEIR SUPERPOWERS





MEGHAN QUINN PSM



& SALLY DAWKINS

YOUR PANEL:





DO WE NEED PEOPLE ON THE GROUND, ALL THE TIME?

ONLY 40% of the APS is in CANBERRA

COLLABORATION!



WELLBEING



State of the Service ROADSHOW 2023

GRAPHIC RECORDING by @deb_sketches ON WURRUNDJERI LANDS