



Office of the Public Sector Standards Commissioner

Strategic Plan 2007 – 2009

Enhancing the reputation of the Western Australian public sector

VISION

Public authorities valued as leaders with integrity

MISSION

To achieve best practice within public authorities that is consistent with principles of official conduct and human resource standards through education, capacity building and independent oversight.

VALUES

In all of our operations and relationships we value:

- integrity and impartiality;
- quality service to internal and external customers;
- the work of public authorities, and we work in collaborative partnerships with them;
- supportive work environments that recognise diversity and flexible work practices;
- mutual respect and trust; and
- sustainable individual and agency achievements.

These values apply to all aspects of the work we do and how we do it.

INTERNAL CULTURE

A team working to support the reform priorities, vision, mission and values of the OPSSC through consultation and active involvement of all staff.

CONTEXT

This strategic plan foreshadows a change to the work of the Office of the Public Sector Standards Commissioner. It builds on the existing work and strengths of the Office at a time when official conduct has never been under such great public scrutiny. It attempts to translate the legislative obligations of the Office into a quality framework which, when implemented throughout public sector agencies, will enhance the reputation of the Western Australian public sector and those who work within it. It will further our vision and mission, and will reinvigorate the values of the Office and all that it does.

The plan takes us from the current strategic plan (developed in 2005) through to 2009, following which a new strategic plan will be developed.

REFORM PRIORITIES

| | Key Objective | Strategies | Measures |
|--|--|--|---|
| Reform Priority 1 A quality framework | To develop and achieve a quality assurance framework for the public sector that promotes continuous improvement in official conduct, human resource standards and public interest disclosures and which enhances the relevance, capacity and reputation of the public sector and the people who work in it | <ul style="list-style-type: none"> • Develop and implement a quality assurance framework for the public sector in consultation with agencies using a business improvement approach to achieving integrity • Review, refine, develop and promote products and services that support agency implementation of the framework and enable internal and external monitoring of quality practices • Work with agencies to implement the quality framework | <ul style="list-style-type: none"> • Extent to which public authorities are engaged in the consultation process • A quality framework and related products and services in place by December 2008 • Percentage of public authorities assisted to implement the quality assurance framework |
| Reform Priority 2 Leadership and dialogue within the public sector | To provide and foster leadership, reputation and dialogue within the public sector on conduct and integrity in the performance of official duties | <ul style="list-style-type: none"> • Educate public sector employees about appropriate codes, standards and practices • Develop and implement a broad communications plan which engages the sector in dialogue, and takes account of a range of customer needs • Identify and foster strategic partnerships with other sector bodies | <ul style="list-style-type: none"> • Extent of customer reach of education initiatives • Extent of customer participation with OPSSC initiatives • Number of initiatives indicating strategic partnerships |
| Reform Priority 3 Customer service | To deliver customer service that is robust and relevant | <ul style="list-style-type: none"> • Specify standards of customer service for OPSSC • Monitor and evaluate application of these standards | <ul style="list-style-type: none"> • Customer service standards developed by July 2008 • Feedback from customer service surveys |
| Reform Priority 4 Internal coherence and accountability | To ensure internal coherence and accountability, in planning, decision making, operations, evaluation and reporting | <ul style="list-style-type: none"> • Develop an Accountability Framework that defines roles/responsibilities, clarifies relationships and articulates decision making mechanisms • Strategic and Operational Plans are transparent, show the connections between areas, are relevant and include organisational development strategies • Develop an Audit/Risk Management Framework that identifies and responds to strategic and operational risks | <ul style="list-style-type: none"> • Framework is developed by June 2008 • Operational plans are in place and reported on twice a year • Receive audit and risk management accreditation as per TI 1202 |

