

1

**AGENCY RESPONSE**

Department and departmental agencies are expected to develop their own agency plans to respond to their results. The Commission will review plans to ensure they are addressing key issues.

2

**SYSTEM RESPONSE**

The Commission, together with stakeholders, have assessed findings and where there is value for a whole of system response, we have set out actions to improve the Public Service.

3

**MONITORING AND ACCOUNTABILITY**

Implementation of agency plans will be monitored through chief executive performance processes for 2025/26. Te Taunaki | Public Service Census will monitor progress. The next census is scheduled for early 2027.



**Improve delivery**

- Improve governance and decision making by lifting senior leader capability.
- Lift focus of delivery of core functions and services through Commission performance tools
- Improve evidence based decision making and uptake of digital tools and capability through the Government's Data Strategy and Service Modernisation Roadmap.

**Strengthen integrity**

- Lift integrity by issuing a strengthened Code of Conduct, supported by mandatory integrity training.
- Improve complaints management and speaking up practices.

**Develop workforce**

- Identify, develop, and deploy senior leader talent in the Public Service.
- Build a performance culture around our people, building capability, managing performance and remuneration systems.
- Improve HR practices around merit-based appointments.