



Report Title:	Updates to Performance Information through the Estimates of Appropriations		
Report No:	2024-0083		
Date:	26 March 2024		
To:	Minister for the Public Service		
Action Sought:	Approve the updates to the Commission's performance measures	Due Date	3 April 2024
Contact:	Duane McKibben, Deputy Commissioner, Organisational Capability and Performance, 9(2)(a) privacy		
Encl:	Yes	Priority:	High
Security Level:	IN CONFIDENCE		

Executive Summary

1. This briefing seeks your approval for updates to service performance measures in Vote Public Service relevant to Te Kawa Mataaho Public Service Commission (the Commission).
2. The Commission seeks to incorporate some new service performance measures which evaluate the quality of our outputs (products and services). Appendix two details the full set of our output performance measures.
3. These changes will be updated through the Supplementary Estimates 2023/24 and Mains Estimates of Appropriation 2024/25 for Vote Public Service.

Recommended Action

We recommend that you:

- a. **approve** the Commission's proposed changes to service performance measures in Vote Public Service for Supplementary Estimates 2023/24 and Mains Estimates of Appropriation 2024/25 ([Appendix two](#)).
Approved / not approved
- b. **note** the Commission's refreshed Strategic Intentions covering the 2024/25 – 2027/28 period is currently with you for your review and feedback (refer to briefing no: 2024-0022).
- c. **note** this paper does not cover the performance measures relating to the Social Wellbeing Agency, as any changes to these will be provided to you by this agency, if required.
- d. **agree** that the Commission release this briefing in full once it has been considered by you, post Budget day.
Agree / disagree

Hon Nicola Willis
Minister for the Public Service

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Te Kawa Mataaho Report: Updates to Performance Information through the Estimates of Appropriations

Purpose of Report

4. This report provides you with a brief overview of the Commission's performance framework and outlines proposed changes to service performance measures in Vote Public Service.

Performance Measurement at Te Kawa Mataaho Public Service Commission

5. During recent years, considerable work has been undertaken to progress the Commission's thinking and articulation of its performance framework, and how it reports performance information in its annual report. This year, through the current Estimates of Appropriations (Supplementary and Mains) the Commission has continued to make positive progress in this area.
6. The Commission's performance framework shows how we influence outcomes across the Public Service. This performance framework also acknowledges our responsibility for the delivery of products and services. These outputs support our leadership role and influence across the system (*Refer to [appendix one](#)*).
7. The Commission's performance framework is broken down by layers:
 - a. The top level reflects what New Zealanders need to see in the Public Service and the ultimate outcomes we contribute towards: *improved outcomes and services, trust and legitimacy*.
 - b. The middle level outlines the strategy we will follow to achieve our outcomes, including the impacts we are aiming to achieve through our system leadership role.
 - c. The third level lists our statutory functions and our work leading the public management system. Our output measures are aligned to these.
8. In early 2024, the Commission refreshed its strategic intentions covering the 2024/25 – 2027/28 period. The draft Strategic Intentions document is currently with you for input and feedback (refer to briefing no: 2024-0022).
 - a. Our strategic intentions belong to the whole of the Public Service and our contribution to these objectives is through our system leadership role.
 - b. The refreshed strategic intentions include impact indicator measures which signal how the Commission will assess performance against its strategic intentions.
9. The service performance measures for the Commission's outputs (products and services) are based on quantity, quality, timeliness, or a combination of these. Public Service impacts and outcomes are reported in the Commission's annual report using narratives, case studies, metrics and other indicators which demonstrate progress across our strategic intentions.

Output Performance Measures

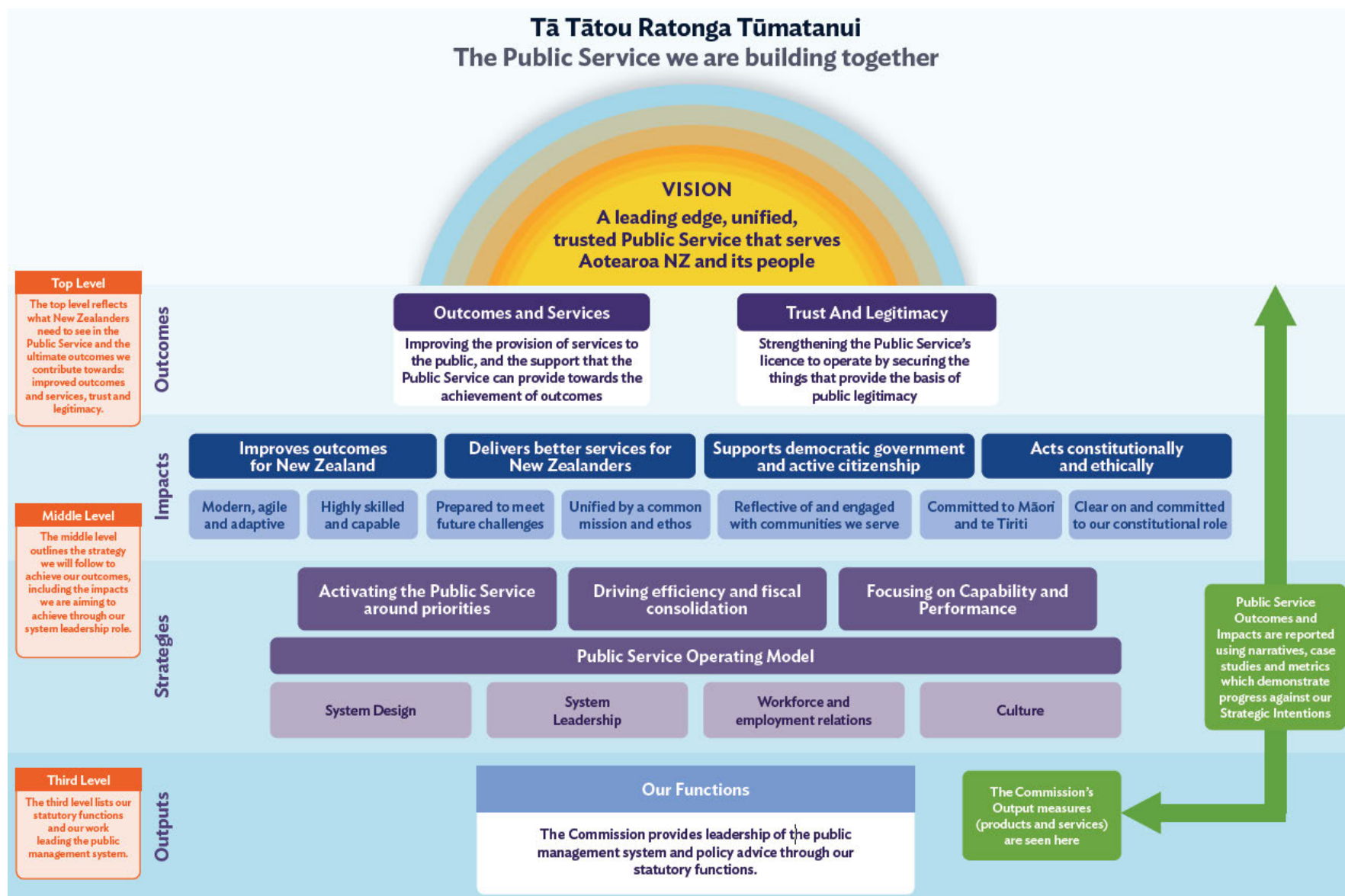
10. In response to Audit New Zealand's recommendations to further develop the Commission's information on how it is making a difference and recognising the close relationship between the quality of its services and impact, the Commission has developed and refined its output measures including adding contextual notes to measure and report on performance through showing the quantity, quality and/or timeliness of our outputs. The presentation of the Commission's performance information for Vote Public Service 2024/25 has been updated to reflect the Commission's core statutory functions (as per our Briefing to the Incoming Minister).

11. Appendix two shows the proposed changes to the Commission's performance measures in the 2023/24 Supplementary Estimates and 2024/25 Estimates of Appropriations. As part of the new Service Reporting Standard (PBE FRS 48), all changes require a disclosure, and these have also been provided.
12. To demonstrate that the Commission is continuing to make progress to introduce more output measures which show the quality of our services, we will signal to Audit NZ our intention to develop further options for new measures, subject to our work programme and priorities being confirmed. If needed, measures can be introduced or changed for 2024/25 through next year's supplementary estimates process.
13. Any updates for the *Supporting Implementation of a Social Wellbeing Approach* appropriation will be provided to the Commission by the Social Wellbeing Agency including the relevant ministerial approval for any new changes.

Next Steps

14. All relevant changes for the Vote Public Service; Supplementary Estimates 2023/24 and Mains Estimates of Appropriation 2024/25 will be submitted to The Treasury (through CFISnet) prior to its deadline on 11 April.

Appendix one: Draft Performance Framework 2024/25



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Appendix two: Estimates of Appropriations – Vote Public Service 2024/25

Appropriation: Leadership of the Public Management System (M66) (A36)

Scope of Appropriation

This appropriation is limited to ensuring the Public Management System has the design, capability and performance to deliver public services, and providing advice and services to support Ministers to discharge their portfolio responsibilities relating to the Public Management System.

What is Intended to be Achieved with this Appropriation

This appropriation is intended to achieve a higher performing public sector through delivery of policy advice and leadership of the public management system by ensuring that the Public Service is collectively responsible and works together, learning what works best and using it to improve performance for customers and having the people, institutions and approach to respond effectively to the needs of New Zealanders today and in the future.

How Performance will be Assessed and End of Year Reporting Requirements

	2024/25		
Assessment of Performance	Final Budgeted Standard	Business Group	Type of Measure
Oversight of performance and integrity of the system			
Respondents in the Kiwis Count trust and confidence survey for the financial year agree, or strongly agree that, based on their last service experience, they could trust public servants to do what is right	80%	Strategy and Policy	Quality and Impact
Disclosure from Supps 2023/24: The measure description has been amended by clarifying the measure relates to the financial year to ensure consistency in reporting over time. Note: 1. This is a measure of quality and impact. Quality of our leadership of the system will impact the result of this measure. The Kiwis Count survey provides reliable reporting on trust and confidence in the Public Service. These measures determine the success of the Public Service in promoting trust through acting constitutionally and ethically in delivering improved outcomes and better services; and connecting New Zealander's trust to the service experience they have received. This enables a better understanding of the drivers of trust, allowing us to be responsive to how we deliver our services. 2. Kiwis Count trust and confidence results are measured quarterly and are publicly available on the Commission's website. The Kiwis Count survey includes a large question set. All respondents who confirm they have 'used or had contact with a Public Service organisation' within the last 12 months receive the question with regard to the Public Service "Overall, you can trust them to do what is right". Respondents provide a numeric response on a 1-5 scale (1 = strongly disagree, 5 = strongly agree). The scale also has an 'N/A' option. Respondents who select a rating of 4 or 5 on the scale are considered to have agreed or strongly agreed what they could trust public servants to who what is right. Responses are collated by the Commission and the proportion of respondents who have selected 4 or 5 are reported.			
The Kiwis Count trust and confidence survey is run by the Commission with reporting provided quarterly that identifies the public's perceptions and experiences of trust and confidence in public services	Released within 8 weeks of receipt of the data	Strategy and Policy	Timeliness

2024/25			
Assessment of Performance	Final Budgeted Standard	Business Group	Type of Measure
Disclosure from Supps 2023/24: The budget standard has been updated from previously “Published month following the survey collection” as this does not allow sufficient time for analysis before release, particularly since the questionnaire had additional questions added in 2023. The existing contextual note has been updated for clarity. Note: 1. This is a measure of timeliness. The Kiwis Count survey provides reliable reporting on trust and confidence in the Public Service. Kiwis Count trust and confidence results are measured quarterly and are publicly available on the Commission's website. Kiwis Count participants are a nationally representative sample from an online panel. Approximately 2000 people will take part every three months and around 8,000 every year.			
Promoting integrity			
The Commission recognises the contribution of public servants through the coordination of annual awards and recognition events by recognising and publicising the recipients within one month of the medal's award	100%	Integrity, Ethics and Standards	Timeliness
Promoting transparency and accountability			
The Commission develops and oversees the implementation of the Open Government Partnership (OGP) National Action Plan. A National Action Plan and associated End-of-Term Self-Assessment is published in accordance with OGP requirements	Achieved	Integrity, Ethics and Standards	Timeliness
Note: 1. Open government is about strengthening democracy, building trust, and improving wellbeing. The Open Government Partnership (OGP) is an international agreement by governments to create greater transparency, increase civic participation and use new technologies to make their governments more open, effective, and accountable. New Zealand joined the OGP in 2013, and the Commission leads New Zealand's interests on behalf of the Government. A National Action Plan (NAP) is a key deliverable and is an aggregation of commitments to be delivered during the plan implementation period. The journey to develop the fourth New Zealand Plan began in 2019, including public consultation and engagement. Information Further information about the NAP can be found by visiting the OGP New Zealand website. 2. Open Government Partnership (OGP) National Action Plans are published by the Commission. The date of publication is dependent on a number of factors but occurs prior to the period to which the plan relates to. Whilst publication date will vary for each plan, in years where no plan is published, the Commission can report progress towards the completion of the priorities articulated in the plan. The OGP is an independent body that defines the requirements for participation. These requirements are published on their website: www.opengovpartnership.org The OGP Independent Review mechanism publishes its reports on the development and content of the Commission's plan (Design Report) and on the implementation of the Commission's plan after it is completed (End-of-Term Report).			
The Commission publishes Official Information Act (OIA) request statistics for government agencies that are subject to the Act every six months within three months of the end of the reporting period or as otherwise agreed with the Office of the Ombudsman	Achieved	Integrity, Ethics and Standards	Timeliness
Chief executive and agency performance management			
The Commission works with Public Service chief executives to agree individual development plans:			

2024/25			
Assessment of Performance	Final Budgeted Standard	Business Group	Type of Measure
<ul style="list-style-type: none"> 100% of chief executives have an agreed development plan 	100%	System and Agency Performance	Timeliness and Quantity
Note: 1. This measure is focussed on developing chief executives and their replacements to ensure a pipeline of capable high-performing people for senior leadership roles in the Public Service. Ensuring capable leadership delivers better outcomes and services across the Public Service and enables the Public Service to be prepared to meet future challenges.			
A succession plan is developed for the chief executive position of Public Service agencies:			
<ul style="list-style-type: none"> 100% of chief executive positions have a succession plan 	100%	System and Agency Performance	Timeliness and Quantity
Note: 1. This measure is focussed on developing chief executives and their replacements to ensure a pipeline of capable high-performing people for senior leadership roles in the Public Service. Ensuring capable leadership delivers better outcomes and services across the Public Service and enables the Public Service to be prepared to meet future challenges.			
The Commission reports the remuneration of Public Service chief executives every financial Year:			
<ul style="list-style-type: none"> 100% of all chief executive remuneration published 	100%	System and Agency Performance	Timeliness and Quantity
The Commission works with Public Service Chief executives to set performance expectations for supporting the Crown in its relationships with Māori and developing capability to engage with Māori and understand Māori perspectives:			
<ul style="list-style-type: none"> 100% of agreed performance expectations include a requirement to develop and maintain the capability of the Public Service to engage with Māori and understand Māori perspectives 	100%	System and Agency Performance	Timeliness and Quantity
Disclosure from Supps 2023/24: This measure description has been updated slightly for clarity only.			
Note: 1. The Public Service Act 2020 states that the role of the Public Service includes supporting the Crown in its relationships with Māori under te Tiriti o Waitangi the Treaty of Waitangi. It places explicit responsibilities on Public Service leaders to develop and maintain the capability of the Public Service to engage with Māori and to understand Māori perspectives. By including this in setting performance expectations with chief executives, we are modelling our commitment to supporting Māori Crown relationships.			

Chief executive appointments			
The Commission meets its statutory requirements for appointment, reappointment and transfer of Public Service chief executives:			
<ul style="list-style-type: none"> 100% of appointment, reappointment and transfer of Public Service chief executives meets statutory requirements 	100%	System and Agency Performance	Timeliness and Quantity
Note: <ol style="list-style-type: none"> The Public Service Act 2020 defines one of the Commissioner's functions as the appointment of the leaders of the Public Service. The requirements that the Commissioner must comply with when appointing, reappointing, or transferring chief executives are detailed in Section 44(d) and Schedule 7 of the Public Service Act 2020. This measure aligns to trust and legitimacy and our system leadership role. The transparency and robustness of the appointment process for chief executives is fundamental to ensuring trust and confidence in the Public Service. This supports our vision of a Public Service acting constitutionally and ethically. The Commission retains evidence of compliance with each of the requirements which can be made available. The assessment of individual candidates, and the deliberations of panels, will not be made available, instead compliance will be recorded in the register of chief executive appointments with all of the requirements consolidated into one overall 'the Commission has complied with all requirements' field. This evidence may include (depending on the nature of the appointment/reappointment/transfer): Correspondence with Ministers and the Governor-General in council to advise of vacancies, make recommendations and receive decisions; Public notification of the role; and Selection and meeting dates of the selection panel. At the end of the year, a sample of chief executive appointments are reviewed and the compliance within the sample used to indicate compliance across all appointments. 			
Review of the design and operation of the system of government agencies			
The Commission completes a minimum of 3 capability reviews for the financial year and the reviews are published online	3-6 reviews	System and Agency Performance	Quantity (New Measure)
Disclosure for Mains 2024/25: This is a new measure introduced for 2024/25 which relates to a new programme of work established in 2023.			
Note: <ol style="list-style-type: none"> The Capability Review Programme aims to lift the overall capability of the public service. Reviews take a forward-looking approach and are led by independent Lead Reviewers. Reports are published on the Commission website. 			
Follow-up engagement with chief executives are held on progress an agency has made against the implementation plan within 6 months of review publication	100%	System and Agency Performance	Timeliness (New Measure)
Disclosure for Mains 2024/25: This is a new measure introduced for 2024/25 which relates to a new programme of work established in 2023.			
Note: <ol style="list-style-type: none"> Implementation plans are clear action plans for the agency to address areas identified for improvement in a capability review. These areas, and associated actions, will be tracked through regular follow-ups with chief executives. 			
Leadership strategy and capability			
The Commission strengthens Public Service leadership through the Leadership Development Centre (LDC):			
<ul style="list-style-type: none"> All Public Service departments are members of LDC 	100%	Workforce	Quantity

Disclosure from Supps 2023/24:

This measure description has been updated to specify the measure is for the Leadership Development Centre and removes reference to the annual Public Service Leaders' Summit and supporting career boards.

Note:

1. The Leadership Development Centre (LDC) is the primary vehicle for system-wide leadership development. LDC works in partnership with Public Service agencies to design and implement common core development. These measures through the LDC focuses on creating great public service leaders, united around a spirit of service and skilled in working together to achieve positive results for New Zealanders. The Public Service Leaders Summit brings together the senior leadership across the Public Service to promote the vision, strategy, and culture of the Public Service and how this will deliver better outcomes and services for Aotearoa New Zealand and New Zealanders. Career Boards collectively focus on creating a strong, diverse, and inclusive pool of senior public service leaders so they are better prepared to lead the Public Service into the future and promotes our diversity and inclusion goal, ensuring our leadership is reflective of the communities we serve.
2. Public Service departments pay a membership subscription to the LDC. Membership of the LDC includes all organisations defined as Public Service departments under the Public Service Act 2020.

The Commission strengthens senior leadership and management capability of the Public Service through implementation of the Leadership Strategy for New Zealand's Public Service, initially focused on leaders in Te Pae Turuki Public Service Leaders Group (PSLG) positions:

- At least 50 active members across all career board cohorts

50

System and
Agency
Performance

Quantity

Disclosure from Supps 2023/24:

Budget standard has updated, reducing standard from 90 active cohort members to 50 to reflect the Development Boards move to a more targeted approach offering cross-agency development to smaller cohorts of leaders. The measure description has been updated to reflect the Leadership Strategy.

Note:

1. To have the greatest impact and to increase system leadership capability, initiatives under the Leadership Strategy for New Zealand's Public Service are focused on leaders in positions responsible for delivering the most significant Public Service priorities set by the Government and the Public Service Leadership Team. These positions have been identified by chief executives and are included in Te Pae Turuki Public Service Leaders Group (PSLG).
2. These Boards address system-wide leadership capability needs within their functional area or region by working with prioritised leaders who are ready for cross-agency development opportunities. There are three functional boards: Corporate, Operations and Policy; one regional board for Auckland, and each has its own cohort. Cohorts are recorded in the Commission's information systems and the size of the cohort is reported quarterly. At the end of the reporting period, the Commission's information systems will be interrogated to validate that there are at least 50 active members across the four Development Boards.

The Commission through the Leadership Development Centre strengthens leadership practices by delivering Te Putanga | Leadership in Practice:

- Participants of Te Putanga | Leadership in Practice programme agree or strongly agree it made me an effective leader

80%

Workforce

Quality

Note: 1. This is a measure of quality, aligned to our role in developing leadership capability. The LDC facilitates the flagship 9-month development programme - Te Putanga Leadership in Practice - for experienced Public Service leaders who are ready to transform their leadership impact and grow strategic influence across the Public Service. LDC support three programmes during the reporting year. Evaluations are conducted after each cohort. The Commission requests respondents provide a numeric response on a 1-5 scale (1 = strongly disagree, 5 = strongly agree). Respondents who select a rating of 4 or 5 on the scale, agree or strongly agree Te Putanga made me an effective leader. Evaluations are conducted after each cohort. Responses are collated by the Commission and the proportion of respondents who have selected 4 or 5 are reported.			
Workforce			
The Commission collects and publishes Public Service workforce data annually	Published no later than 15 December	Strategy and Policy	Timeliness
Disclosure from Supps 2023/24: A contextual note has been added for clarity to explain the output of this work.			
Note: 1. The data which the Commission collects gives us the information on public sector occupations, workforce size, the regional workforce and workforce diversity and inclusion.			
The Public Service reflects the Communities we serve: <ul style="list-style-type: none"> Ethnic Diversity in the Public Service workforce continues to be maintained 	in line with NZ Population	Workforce & Strategy and Policy	Quality and Impact (New Measure from Supps 2023/24)
Disclosure from Supps 2023/24: This new measure has been introduced from 2023/24 to show how the Commission acts as a steward for diversity and inclusion in the Public Service, engaging with our stakeholders to improve the composition, culture and capability of our workforce.			
Note: 1. This is a measure of quality and impact. Quality of our leadership of the system will impact the result of this measure. The Diversity and Inclusion are essential parts of the Public Service, and the Commission has a leadership role in this. Through our work in Papa Pounamu and the efforts of our Workforce teams, we have an impact on the composition of the Public Service. 2. The data the Commission collects provides insights that support our work to improve Public Service diversity and inclusion. This measure is a proportion of the Public Service workforce to New Zealand population.			
Heads of Human Resources surveyed across the Public Service agree or strongly agree that the Commission engages responsively with them and supports a coordinated approach to workforce issues across the system	70%	Workforce	Quality (New Measure)
Disclosure for Mains 2024/25: This is a new quality measure introduced for 2024/25 to show the work Commission does to support Heads of HR in Public Service Leadership Team agencies.			
Note: 1. This is measured through a satisfaction survey of the Heads of Human Resources in Public Service Leadership Team agencies through an annual survey. With the HR Head of Profession model, the Commission enables improved HR practices; promotes the use and visibility of common guidance to improve interoperability; grows and leads communities of practices and provides channels for collaboration and sharing of information.			
Contractor and Consultant expenditure as a proportion of the overall Public Service workforce expenditure remains below 12 % to total workforce costs	Below 12%	Strategy and Policy	Quality and Impact (New Measure from Supps 2023/24)

Disclosure from Supps 2023/24:

This new measure introduced from 2023/24 reflects a component of the Commission's work in promoting the appropriate level of outsourcing by Public Service departments and departmental agencies.

Note:

1. This is a measure of quality and impact. Quality of our leadership of the system will impact the result of this measure. The Commission has a leadership role in monitoring and maintaining Public Service workforce composition and supporting responsible workforce spend. Through the quality insights the Commission provides, we support Government decision making.
2. Public servants refer to employees who work in Public Service departments and departmental agencies. The Ratio between public servants and contractors and consultants is operational expenditure as a proportion of total workforce spend with total workforce spend. The data which the Commission collects gives us the information on public sector occupations, workforce size, the regional workforce and workforce diversity and inclusion.

The Commission develops workforce guidance to support agencies and entities to implement Kia Toipoto | Public Service Pay Gaps Action Plan 2021-24

Achieved

Workforce

Timeliness

Note:

1. Kia Toipoto | Public Service Pay Gaps Action Plan 2021-24 is a comprehensive set of actions to help close gender, Māori, Pacific and ethnic pay gaps in the Public Service. By putting Kia Toipoto into action, agencies can achieve the expectations set out in the Public Service Act 2020 and the Government Workforce Policy Statement 2021. These require the Public Service to be a good employer and close gender and ethnic pay gaps. Pay equity is about ensuring that everyone's work is valued based on their skills, responsibilities and experience, as well as the effort it requires. The Equal Pay Act 1972 makes it clear that equal pay and pay equity are legal requirements. Pay equity settlements are powerful vehicles for closing gender, Māori, Pacific and ethnic pay gaps. Together, these measures support the Public Service closing pay gaps and progressing pay equity. It is an important driver to ensure the Public Service is reflective of the communities we serve. Increased diversity and inclusion helps the Public Service to deliver better outcomes and services and strengthens public trust and legitimacy. Each agency's Pay Gaps Action Plan is published on their respective website this can be reconciled with the list of Public Service agencies and entities. The Commission separately reports on trends and progress toward closing gender, Māori, Pacific, and ethnic pay gaps through its workforce data and annual report.

Minister and Parliamentary Services

Minister for the Public Service has satisfaction with policy advice

100%

Governance and Public Affairs

Quality

Note:

1. This is a measure of quality and are a requirement under the policy project led by Department of Prime Minister and Cabinet. The Minister for the Public Service is surveyed to assess satisfaction with the Commission's policy advice received during the financial year. The quality of our policy advice to the Minister demonstrates our commitment to accountability and transparency and leadership of the public management system, which enable better outcomes and services, and trust and confidence in the Public Service.
2. The Minister for the Public Service is surveyed to assess satisfaction with policy advice provided during the reporting period. Policy advice papers provided to the Minister for the Public Service for presentation to, and endorsement by, Cabinet. The rating measures Ministers' satisfaction on a scale from 1 to 10, where 1 means unsatisfied and 10 means extremely satisfied. Internal assessment of the quality of the Commission's policy advice is based on a five-point scale: 1 = Unacceptable; 2 = Poor; 3 Acceptable; 4 = Good; 5 = Outstanding.

Technical quality of policy advice papers assessed using the Policy Quality Framework

70%

Strategy and Policy

Quality

Note:

1. This is a measure of quality and are a requirement under the policy project led by Department of Prime Minister and Cabinet. The Minister for the Public Service is surveyed to assess satisfaction with the Commission's policy advice received during the financial year. The quality of our policy advice to the Minister demonstrates our commitment to accountability and transparency and leadership of the public management system, which enable better outcomes and services, and trust and confidence in the Public Service.
2. Policy advice provided by the Commission is reviewed by a panel in accordance with the guidance for assessment panels in the Policy Quality Framework. Papers are independently scored by panel members, and moderated through, before arriving at an overall score. The Commission looks at a random selection of papers, adjusted to ensure spread across business groups, of all policy papers provided to Ministers. This includes policy briefings, Cabinet papers, and related/similar material.

Existing Measures Removed in 2024/25

The Commission strengthens Public Service leadership through the Leadership Development Centre (LDC), the annual Public Service Leaders' Summit, and supporting career boards: <ul style="list-style-type: none">• At least 500 are invited to the annual Public Service Leaders' Summit Disclosure: This measure has been removed in 2024/25 as the annual Public Service Leaders Summits no longer take place.	N/A Measure Removed	System and Agency Performance	Quantity
The Commission, in partnership with the Ministry for Women, supports all Public Service departments to publish their annual pay gaps action plans before 31 December Disclosure: This work will be completed in 2023/24 and the measure has been removed from 2024/25 as the annual pay gaps action plan will now be combined with the Diversity, Equity & Inclusion plan.	N/A Measure Removed	Workforce	Timeliness

Existing Measures Removed from 2023/24

The Commission provides services, support, and resources through the Pay Equity centre of excellence (Pay Equity Taskforce) Disclosure: This measure has been removed in 2023/24 due to the funding for the Pay Equity Taskforce winding down.	N/A Measure Removed	Workforce	Quality
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Appropriation: Public Service Fale (M66) (A36)

Scope of Appropriation

This appropriation is limited to supporting the strengthening of the public sector in Pacific Island countries and territories through the establishment and delivery of the Public Service Fale

What is Intended to be Achieved with this Appropriation

This appropriation is intended to strengthen Pacific public services to be more trusted, adaptable, results driven, gender inclusive, and people centred

How Performance will be Assessed and End of Year Reporting Requirements

Assessment of Performance	2024/25		
	Final Budgeted Standard	Business Group (internal only)	Type of Measure (internal only)
Pacific Public Service Commissioners who agree the Public Service Fale supports their goals and strengthens public services in their country	80%	Public Service Fale	Quality
Disclosure from Supps 2023/24: The measure description has been updated slightly as it is not necessary to refer to “Pacific Stakeholders” in the measure, as Pacific Public Service Commissioners are the key Pacific stakeholders supported by the Public Service Fale programme. A contextual note was removed which is not relevant to the measure anymore. This references 20 February 2020 - 31 October 2022 which refers to the period for which the 2023 Mid Cycle Evaluation was assessed. This is now completed, and the Management Response approved by MFAT.			
Note: <ol style="list-style-type: none">The Public Service Fale reports annually to the Ministry of Foreign Affairs and Trade (MFAT) as part of a Memorandum of Understanding (MOU) between MFAT and the Commission. The MOU sets out the overarching goal, intended outcomes, and outputs of the Fale.This is a measure of Quality. Progress in meeting the measure will be assessed through the Annual Survey of 16 (sixteen) Pacific Public Service Commissioners (or equivalent officers). The survey is undertaken by the Public Service Fale. The Commissioners are the key stakeholders supported by the Public Service Fale programme.			
The Commission through the Public Service Fale supports relationship building and knowledge exchange between Pacific countries and territories: <ul style="list-style-type: none">The Public Service Fale supports delivery of the Annual Pacific Public Service Commissioners Conference	1	Public Service Fale	Timeliness
Disclosure from Supps 2023/24: The measure “Fale governance meetings supported by the Public Service Fale” is removed in 2023/24 and replaced with a better fit for purpose measure as reflected in the Memorandum of Understanding between MFAT and PSC. Initially this measure was adopted to reflect the fact that Pacific Commissioners were not able to convene in their governance capacity as a 16 (sixteen) member regional body since the Public Service Fale was established, due to travel restrictions arising from COVID-19.			
Note: <ol style="list-style-type: none">To ensure that the Commissioners were kept fully apprised of progress with the Fale work programme, 4 virtual Board meetings per annum were held with nominated representatives of each sub-regional making up the Board’s membership. Once travel restrictions were fully lifted, the Public Service Fale was able to fully exercise its secretariat function to support the Pacific Public Service Commissioners with its Annual Conference from 2023.			

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Assessment of Performance	2024/25		
	Final Budgeted Standard	Business Group (internal only)	Type of Measure (internal only)
<p>The Commission through the Public Service Fale supports Pacific Public Service Commissioners to develop system leadership capability:</p> <ul style="list-style-type: none"> Percentage of Pacific public servants who have completed Public Service Fale leadership programmes / courses / webinars/ workshops would recommend future participation to a colleague 	80%	Public Service Fale	Quality
<p>Disclosure from Supps 2023/24: The measure wording has been updated slightly by adding in the word “percentage” to make this more outcome focused. The budget standard has been updated from 70% to 80% to have a realistic target.</p> <p>Note:</p> <p>1. This is a measure of Quality. The number and mix of offerings that support system leadership development will vary from year to year based on need. Responses are collated by the Public Service Fale and the proportion of survey respondents who would recommend future participation to a colleague are reported.</p>			
<ul style="list-style-type: none"> Percentage of participants agree the Public Service Fale mentoring programme improved leadership development 	80%	Public Service Fale	Quality
<p>Disclosure from Supps 2023/24: The measure wording has been updated slightly by adding in the word “percentage” to make this more outcome focused.</p> <p>Note:</p> <p>1. This is a measure of Quality. Responses are collated by the Public Service Fale and the proportion of survey respondents who agree the Public Service Fale mentoring programme improved leadership development are reported.</p>			