

Action planning guide

NSW Public Sector Integrity Framework - Self-Assessment Tool

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Using this guide

This guide is designed for agencies seeking to interpret and take action based on their NSW Public Sector Integrity Framework (**the Framework**) self-assessment results.

You are encouraged to adapt this guide to the way your agency or team communicates, makes decisions and acts on findings.

Step 1 Review your results

The first tab of the tool will show your self-assessment results. It includes a Report Card, a Performance Rating and a Radar Chart which can be collectively viewed to understand each pillar's performance.

- **Performance Rating:** Each pillar will have a percentage score, which is crucial for gauging the maturity level of your agency's integrity culture. Higher percentages indicate better performance.
 - **Radar Chart:** This chart displays five axes, each representing one pillar. Each axis has a score ranging from the centre (low) to the outer edge (high), which indicates the maturity level in that specific pillar. Looking at the shape of the radar chart, a wider shape towards an axis indicates higher maturity and helps you compare different pillars.
 - **Report Card:** A rating is provided for each pillar, categorised into 4 levels: Vulnerable, In Development, Generally Compliant and Excellent Practice. Use these ratings to quickly identify areas of strength and areas needing improvement.
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Step 2 Create an action plan

Action planning template

An action planning template is available in the last tab of the self-assessment tool. You can manually complete your action plan. Note that the following columns will automatically populate based on your self-assessment responses:

- Your responses to all measures across the five pillars in the self-assessment will be shown.
- If you have selected 'Always' or 'Usually' in answer to a measure, it will be marked as no further action required and highlighted green in the action plan.
- Any comments you have added in 'What influenced your answer' will also appear here.

There is also a simpler action planning template available in a word document. You may wish to use this if you prefer this format.

Prioritise your actions

Once you have identified your low-scoring pillars, you can identify the specific measures in each pillar that have the lowest scores to understand the specific areas that need attention.

You can then prioritise actions based on:

- Measures that have statutory requirements before addressing best practice solutions
- Impact on your overall results

- Feasibility of the action including who will be responsible and the resources available
- Other context and the factors most important to your agency/team.

To help prioritise, consider establishing a working group or bringing together senior leaders to discuss the findings.

Set realistic timeframes and remember that not all areas for improvement need to be tackled simultaneously.

Step 3 Implement your action plan

Building accountability and transparency

When implementing your action plan, it is important to build in accountability and transparency. This ensures that actions and decisions are made openly and responsibly. Here are some ways to build accountability and transparency into your action plan:

- seek endorsement of the action plan from your senior leadership team, agency head or board, as appropriate
- provide regular updates on the progress of your action plan to your leadership and all staff through periodic status updates, progress reports and review meetings to maintain open and transparent communication
- clearly assign responsibility for each action to specific individuals or teams
- establish clear deadlines for each action
- identify and allocate the necessary resources (time, budget, people) needed to complete each action
- engage and create a feedback mechanism to involve those either directly or indirectly affected by the action plan
- document and share the results.

Step 4 Ongoing evaluation

Regular evaluation

A pro-integrity culture moves away from simply compliance to fostering an environment where ethical behaviour is deeply embedded in every aspect of how we work. Building a pro-integrity culture is an ongoing process that requires continued reinforcement and monitoring to ensure it remains strong and effective.

Agencies should periodically complete the self-assessment and update the action plan to monitor and demonstrate progress over time, helping to identify and address issues early.

Sharing best practice

The Office of the Public Service Commissioner encourages agencies to share their areas of strength and the challenges they have overcome, to facilitate learning and the sharing of best practice across the sector.

If you have any questions or would like to share your self-assessment or action plan, please contact ethics@opsc.nsw.gov.au

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