



## Wider Public Sector Heads of HR

Thursday 18 January 2024

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### Change management and new change resource hub

We have been working on how the Commission can support agencies and entities across the system with change decisions and implementation. While each agency will be thinking about its own unique set of options and proposals, there will be aspects that will be common to many agencies going through change, and this is where we can work together to take a system-wide approach to best practice and supporting our people.

To this end, we are in the process of developing a concept for a change resource hub. The general idea is a one-stop-shop likely using Teams/ Sharepoint where we can share resources, templates, expertise and ideas.

This may include key messages and context, resources and examples that agencies have used effectively, awareness of courses and training for leaders and also for impacted people, things like CV building or managing through change. We will be compiling all of the relevant advice and resources the Commission has produced before, and anything new we create.

On that note, I can clarify that we are not currently intending to issue specific guidance on change management. We are looking at some agreed principles that mostly likely line up with your existing change management practices, so we are all (including unions) on the same page with what to expect.

We are also exploring the role that the Workforce Mobility Hub can play throughout this year, noting that it is normally based matching demand with supply. That means we need to think about how that will work when there may be far more supply than demand, or the timings don't line up well.

### **Voluntary redundancy**

One thing we have been asked is whether the Commission supports voluntary redundancy. The short answer is yes, in that we encourage agencies to consider all options available to them and voluntary redundancy is one that is named in the attached principles document. I would just encourage you to weigh up all the pros and cons.

That brings me to the whakataukī I wanted to close with, that I know will be familiar to all of you, but really underpins what I have been talking about:

Waiho i te toipoto, kua i te toiroa  
Let us keep close together, not wide apart

### **3. ER Update from Charlie Busby, Manager Workforce and Employment Relations**

#### **Change principles**

The Public Service Association (PSA) union has approached the Public Service Commission seeking more explicit guidance for public service agencies. To manage expectations in a way that should be achievable for all agencies, we have worked on some principles in consultation with a group of Heads of HR, over the last week. These will be part of a broader range of support for management of change.

While these are aimed at Public Service Departments, we are sharing these with the wider Heads of HR group as a resource you may find useful. The principles, which have been endorsed by the PSA, are attached in this email.

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