

STRATEGIC SERVICE PLAN

People Services

2023-2027

The People Strategic Service aims to cultivate a workplace culture rooted in the City of Casey values.

Our shared leadership philosophy emphasises collective thinking and action where leaders coach and empower, supporting staff to excel.

Recognising the importance of nurturing people, Casey invests in professional growth and uplifting capabilities.

Through strategic workforce planning and leveraging technology and data, we make informed decisions about the actions we need to take in order to be a high-performing organisation.

People sub-services

The People strategic service consists of four sub-services: Industrial and employee relations, Recruitment, Learning and organisational development and Payroll.

Sub service	Purpose	How this is achieved
Industrial and employee relations	Ensure a harmonious work environment, underpinned by fairness and respect.	- Address employee matters, interpret enterprise agreements and key regulatory frameworks, ensure compliance with legislative requirements. - Ensure adherence to internal policies, procedures and legal requirements.
Recruitment	Recruit the best talent for the organisation to be successful.	- Provide a comprehensive range of recruitment services addressing employee and line manager enquiries through a Business Partner model. - Translate recruitment needs and facilitate the hiring and onboarding process through a dedicated talent acquisition approach.
Learning and organisational development	Nurture professional growth to ensure workforce is not just skilled but committed to delivering outcomes that benefit the community.	- Deliver programs that drive culture, engagement, and talent management outcomes. - Continue to grow and develop people and enable them to thrive at work. - Develop programs inclusive of competencies and skills to enable people to be high performers. - Create a strong and sustainable culture of growth and ensure that development is self-led and supported. - Connect the organisation with a shared vision and mission to create a better place to work, unite Casey's leadership with common language and practice and contribute to Casey's goal of being an employer of choice and high-performing future-ready organisation.
Payroll	Ensure payments and remuneration are paid timely and accurately.	- Manage employee payments and remuneration (including Connected Library staff). - Ensure compliance with key regulatory and financial reporting and administer the payroll software system.

People Strategic Service Goals

Goal 1: Resource services with people who have the capabilities, skills and experience to implement Council's strategic plan.

- Comply with the Local Government Act 2020.
- Comply with GEAP reporting requirements.
- Integrate the new Capability Framework and Strategic Service Plans.

Goal 2: Casey's high-performance culture, safe environment and wellbeing programs create positive employee experiences.

- Good employee experiences driven by a healthy workplace culture where people feel respected, supported, and a sense of belonging. This is underpinned by strong leadership where leaders recognise their role as culture makers.
- New staff feel connected to Council's vision, their growth and development is accelerated and their achievements are recognised and rewarded.
- Flexibility for employees to balance their personal and professional lives.
- Retaining employees who continually strive to do their best work and who promote Casey as a great place to work.

Goal 3: Use technology to enhance service delivery through greater employee self-serve options, reduced response times and provision of employee insights for data-driven Council decision making.

- Maximise resources freed up by the removal of manual processes and better use of systems.
- Make timely decisions that minimise service impacts.