

Our Public Service 2020: Headline Actions

<p>Delivering for Our Public</p> 	1	Accelerate digital delivery of services
	2	Improve services for our customers
	3	Make services more accessible to all
	4	Significantly improve communications and engagement with the public
	5	Drive efficiency and effectiveness

<p>Innovating for our Future</p> 	6	Promote a culture of innovation in the public service
	7	Optimise the use of data
	8	Build strategic planning capability
	9	Strengthen whole-of-government collaboration
	10	Embed programme and project management
	11	Embed a culture of evidence and evaluation

<p>Developing Our People and Organisations</p> 	12	Embed strategic human resource management in the public service
	13	Mainstream strategic workforce planning in the public service
	14	Continuous and responsive professional development
	15	Strengthen performance management
	16	Promote equality, diversity and inclusion
	17	Increase employee engagement
	18	Review public service culture and values