

DPTI Capability Framework



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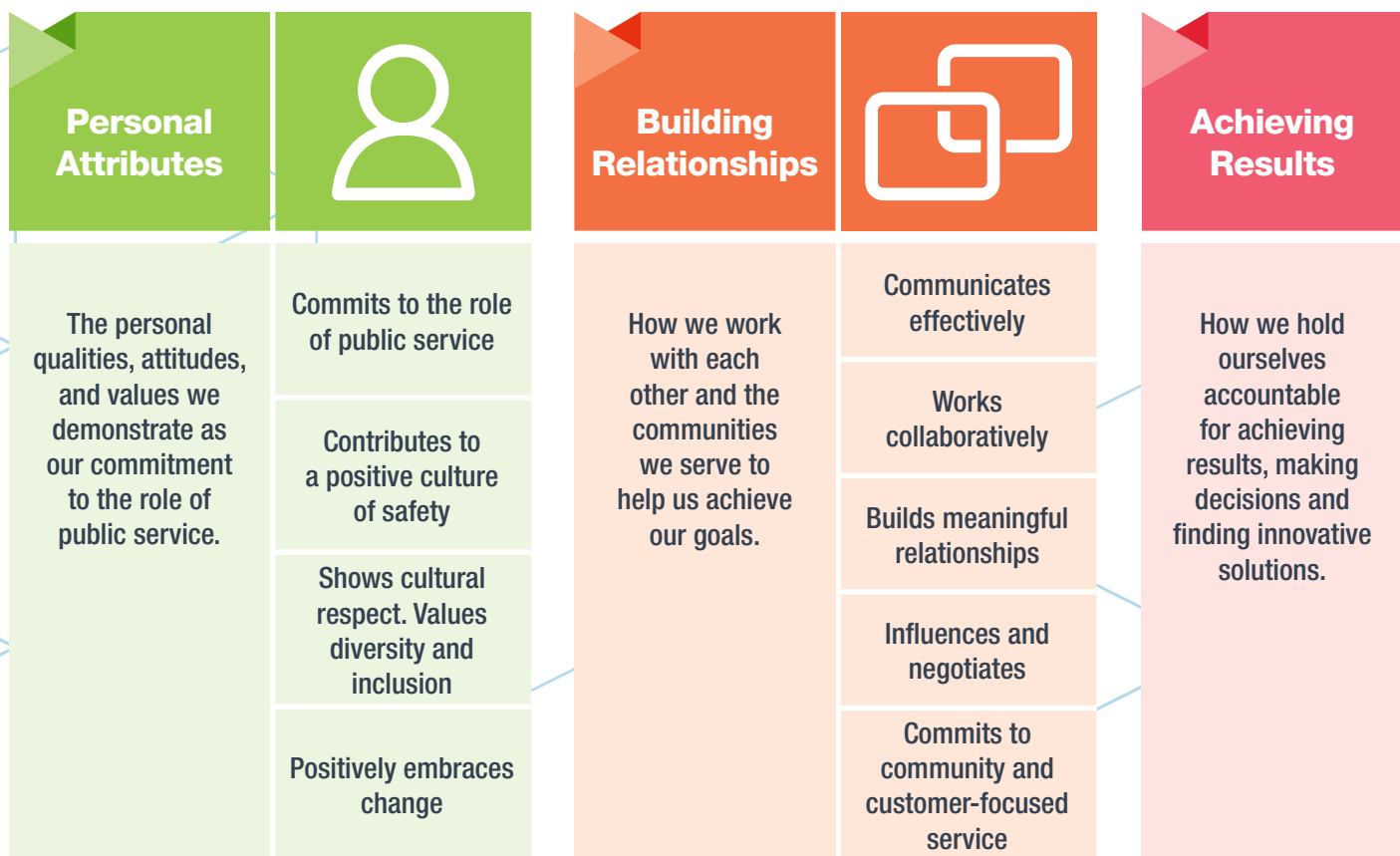
One of the key objectives in the DPTI Strategic Plan 2016-2020 is to have **optimised, safe and effective operations and workforce**. To enable this, we have created a framework that describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent.

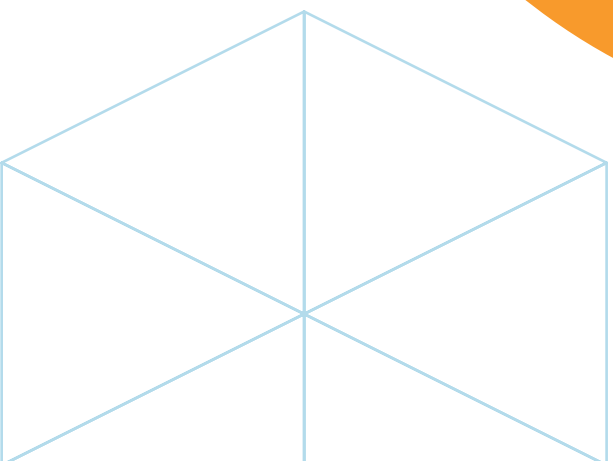
The framework is constructed around 5 categories of capability:



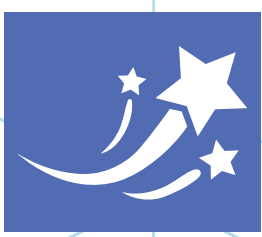
In addition to these core capabilities you may have requirements for qualifications or specific occupation or role based capabilities. The core capabilities identified in this framework will complement these.

Core capabilities for all DPTI staff





Leadership and Growth



Performance Enablers



- Accountable for delivering results
- Is a strategic and future thinker
- Commits to continuous improvement and innovation
- Evidence-based decision maker

How we lead ourselves and / or teams to high performance.

- Leads high-performing individuals and teams*
- Seeks clarity and purpose
- Commits to developing skills and career
- Recognises success

The capabilities we build to find more efficient ways to deliver.

- Change management
- Financial acumen
- Technology
- Project management
- Risk and compliance

* The core capabilities apply to all staff with the exception of *Leading high-performing individuals and teams*, which is specific to people who lead teams.



The **capabilities** are broken into four streams of competency



Team member

Roles in this stream would typically consist of individual contributors and team members (indicative classifications include ASO1-3, GSE2, PO1, OPS1-3, TGO0-1, TRA, CMW3-7, M8-11, WBT3-6).

Leader

Roles in this stream would typically consist of supervisors, senior team members and those with technical knowledge (indicative classifications include ASO4-6, PO2-3, OPS4-7, TGO2-5, M3-7, WPA2, WBT7-10).

Senior leader

Roles in this stream would typically consist of team and senior leaders, senior team members and those with technical specialty (indicative classifications include ASO7-8, LE5, PO4-6, MAS1-3).

Executive leader

Roles in this stream would typically consist of senior management and executive-level roles (indicative classifications include SAES1-2).

- Capabilities are described for each stream and define performance at the top of each level. For example Stream 2 describes what is expected at the top level of an ASO6 or equivalent.
- The framework is cumulative. The capabilities defined in each stream create the new foundation of behaviours for the next stream.
- The capabilities defined provide you with an indicative guideline and are not an exhaustive list.

Development focus

The framework provides a guideline for development. It will help you identify capabilities required for your current and future roles.

It is specifically designed to help you with developing meaningful and targeted learning plans as you develop your career in DPTI.

A self-assessment tool is available for you to help you assess your learning priorities and will support you with your Performance and Learning Agreement.

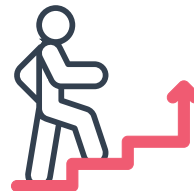
The framework is not explicitly designed as tool for managing poor performance/conduct nor is a tool for variation of classification. It will however provide a common language to drive development conversations and help you prioritise your learning needs.

Capability Framework

The capability provides a common language for 1:1's, coaching and development conversations and supports employees to take ownership of their development.

▶ Step 1 – Identify capabilities for current and future roles

Use the capability framework to identify skills, behaviours and capabilities required for your role.



Also use the framework to look up the capabilities required for that role you want to progress to.

▶ Step 2 – Self assess and identify informal and formal learning options

Use the self assessment tool to identify and prioritise areas you want to develop.



Identify informal (on the job, mentoring) and formal learning (ELMO) options to discuss with your manager in your PLA.

▶ Step 3 – Discuss and agree on a learning plan with your leader


Discuss and agree on your learning plan in your PLA conversation.



Put your plan into action.

Stream 1

Roles in this stream would typically consist of individual contributors and team members (indicative classifications include ASO1-3, GSE2, PO1, OPS1-3, TGO0-1, TRA, CMW3-7, M8-11, WBT3-6).

 Personal Attributes	 Building Relationships	 Achieving Results	 Leadership and Growth	 Performance Enablers
<p>Commits to the role of public service Acts professionally, displaying DPTI values and public-sector values and ethics.</p>	<p>Communicates effectively Actively listens to others, responds in a respectful and timely way. Has open and honest conversations. Communicates clearly in business and technical writing. Has good attention to detail.</p>	<p>Accountable for delivering results Is accountable, takes ownership and pride in their work. Plans and meets deadlines, persists through difficulties and aims to achieve high-quality results. Manages multiple priorities, making choices about time allocation to deliver goals. Knows when to ask for help or escalate issues. Seeks out specialist advice and support and works within delegation for their role.</p>	<p>Leads high-performing individuals and teams <i>Only relevant if you have supervisory responsibilities</i></p>	<p>Change management Engages with and adapts to change in a positive manner.</p>
<p>Contributes to a positive culture of safety Shows genuine care for the safety and wellbeing of self, others and the communities we serve. Follows all DPTI Work, Health and Safety procedures, contributes to safety meetings and works with others to achieve a zero-harm environment.</p>	<p>Works collaboratively Works collaboratively as part of one team, sharing information and ideas.</p>	<p>Is a strategic and future thinker Helps identify and apply leading practice in their field of work.</p>	<p>Seeks clarity and purpose Seeks to understand how their role contributes to achieving the DPTI and State Government strategic goals.</p>	<p>Financial acumen Has good numeric and financial skills. Understands and follows appropriate financial processes within their delegation.</p>
<p>Shows cultural respect. Values diversity and inclusion Shows respect for diverse backgrounds, experiences and perspectives. Values diversity of thought. Demonstrates awareness and respect for Aboriginal and Torres Strait Islander peoples' culture and values.</p>	<p>Builds meaningful relationships Develops relationships in the business to deliver more effective outcomes.</p>	<p>Commits to continuous improvement and innovation Helps identify ways to continuously improve work processes.</p>	<p>Commits to developing skills and career Sets and achieves personal targets, contributes to delivering team objectives, engages in opportunities for regular feedback and shares expertise. Willing to develop and apply new skills and actively pursues learning experiences to ensure best possible performance.</p>	<p>Technology Is familiar and confident in using the technology required for their role and willing to adapt to new technology.</p>
<p>Embraces change Shows resilience and courage. Anticipates, adapts and responds to change. Projects enthusiasm and recovers from setbacks.</p>	<p>Influences and negotiates Seeks out different views and helps influence a desired outcome.</p>	<p>Evidence-based decision maker Is an effective problem solver. Provides evidence to support decisions within their delegation.</p>	<p>Recognises success Recognises and acknowledges high-quality work in self and others.</p>	<p>Project management Shows awareness and understanding of DPTI's project-management framework as relevant to their role.</p>
	<p>Commits to delivering community and customer-focused services Demonstrates knowledge of the department's Customer Service Charter and takes responsibility for meeting the service-excellence principles. Provides a responsive and helpful service to internal and external customers and the communities we serve.</p>			<p>Risk and compliance Is aware of and complies with the policies and procedures required in the role. Is able to identify and advise supervisors of risks that impact the work environment.</p>

Stream 2






Roles in this stream would typically consist of supervisors and senior team members, including those with technical knowledge (indicative classifications include ASO4-6, PO2-3, OPS4-7, TGO2-5, M3-7, WPA2, WBT7-10).

 Personal Attributes	 Building Relationships	 Achieving Results	 Leadership and Growth	 Performance Enablers
<p>Commits to the role of public service Actively demonstrates the DPTI values and public-sector values and ethics. Helps team members understand how these apply in the workplace.</p>	<p>Communicates effectively Communicates clearly, ensuring everyone has an opportunity to contribute. Is open, honest and prepared to have difficult conversations. Adapts style to the situation to ensure that concepts are explained in a way that is understood. Ensures information is communicated in an accurate and timely way.</p>	<p>Accountable for delivering results Takes initiative to progress and deliver their work while contributing to team goals. Responds to changing needs, puts in place effective plans, control and evaluation measures to ensure deadlines are met and high-quality work is produced.</p>	<p>Leads high-performing individuals and teams* Sets clear goals and performance standards for individuals and the team, focused on work outputs and behaviours. Contributes to the attraction and retention of a diverse and talented team. Builds effective teams. Coaches and develops individuals and teams to drive high performance. Provides regular feedback and acts quickly and effectively to address conflict and manage poor performance. Empowers individuals and teams and removes barriers to drive action and effectiveness.</p>	<p>Change management Builds team's commitment to change, supporting others who face ambiguity and uncertainty.</p>
<p>Contributes to a positive culture of safety Shows leadership and commitment to safety and wellbeing of self, others and the community we serve. Takes safety seriously and does not accept complacent behaviour, reports on good and bad news and effectively uses DPTI's safety management systems.</p>	<p>Works collaboratively Builds a supportive and co-operative team environment, encourages collaboration with other teams and seeks input from relevant subject-matter experts.</p>	<p>Is a strategic and future thinker Thinks and plans ahead, recognising trends and implications on the work environment. Challenges and supports the team to consider leading practice when developing solutions and solving problems.</p>	<p>Seeks clarity and purpose Provides direction and unites the team through shared purpose at team and organisational levels.</p>	<p>Financial acumen Has a sound understanding of budget management and DPTI procurement processes to drive value for money. Acts within delegation.</p>
<p>Shows cultural respect. Values diversity and inclusion. Shows respect for diverse backgrounds, experience and perspectives. Values and encourages diversity of thought. Demonstrates cultural respect and understanding through the recognition of Aboriginal and Torres Strait Islander community needs with regard to programs and services and adapting service delivery to address those needs.</p>	<p>Builds meaningful relationships Establishes and maintains strategic networks, internally and externally, to achieve business goals. Builds trust, confidence and credibility.</p>	<p>Commits to continuous improvement and innovation Challenges assumptions and established views. Generates ideas to deliver goals more effectively.</p>	<p>Commits to developing skills and career Adapts existing skills to new situations. Actively pursues learning experiences, seeking and accepting feedback to continually improve performance for self and team.</p>	<p>Technology Identifies ways in which technology can help deliver efficiencies. Proposes solutions that are digital by default.</p>
<p>Embraces change Is flexible in approach, responding quickly and positively to change, showing courage and resilience while supporting others.</p>	<p>Influences and negotiates Presents persuasive arguments to influence and negotiate effective outcomes. Explores alternative positions to reach an outcome and gains commitment to a course of action.</p>	<p>Evidence-based decision maker Demonstrates good judgement. Evaluates, analyses, and makes evidence-based decisions within their delegation.</p>	<p>Recognises success Recognises and acknowledges high-quality work in individuals and teams.</p>	<p>Project management Uses DPTI's project management framework to effectively implement projects which are outcome and benefits-focused.</p>
<p>Commits to delivering community and customer-focused services Actively supports the department's Customer Service Charter and takes responsibility for meeting the service-excellence principles. Actively seeks information to understand internal, external and community customer expectations and provides community and customer focused services and solutions.</p>				<p>Risk and compliance Ensures appropriate processes and controls are in place to monitor and track compliance to policies and procedures. Assists the team in identifying risks and developing mitigation strategies.</p>

* Only relevant if you have supervisory responsibilities


Stream 3

Roles in this stream would typically consist of team and senior leaders, senior team members and those with technical specialty (indicative classifications include ASO7-8, LE5, PO4-6, MAS3).

 Personal Attributes	 Building Relationships	 Achieving Results	 Leadership and Growth	 Performance Enablers
<p>Commits to the role of public service Acts professionally and actively models the DPTI values and public-sector values and ethics.</p>	<p>Communicates effectively Communicates clearly and creates opportunities for others to be heard, encouraging diversity of opinion. Is able to resolve difficult conversations constructively. Presents with credibility, uses a range of communication techniques to engage various audiences. Provides communication links up and throughout the organisation.</p>	<p>Accountable for delivering results Drives a culture of achievement and delivery of high-quality work that meets our strategic goals.</p>	<p>Leads high-performing individuals and teams* Sets clear goals and performance standards for individuals and the team, focused on work outputs and behaviours. Attracts and retains a diverse and talented team. Builds effective teams. Proactively coaches and develops individuals and teams to drive high performance. Provides regular feedback and acts quickly and effectively to address conflict and manage poor performance. Empowers individuals and teams and removes barriers to drive action and effectiveness.</p>	<p>Change management Actively drives the change process, showing empathy to the people aspects of change. Provides guidance, coaching and direction to others managing uncertainty and change. Anticipates, plans for and addresses barriers to change.</p>
<p>Contributes to a positive culture of safety Models leadership and commitment to safety and wellbeing of self, others and the community we serve. Actively promotes safety, achieving a complacency-free work environment, reporting and learning from good and bad news. Increases hazard and risk awareness, preventative behaviours and effective use of safety-management systems.</p>	<p>Works collaboratively Identifies opportunities to work collaboratively within the team and with other teams across the department, removing barriers and breaking down silos.</p>	<p>Is a strategic and future thinker Anticipates the future, thinks strategically and adopts leading practice when developing strategy.</p>	<p>Seeks clarity and purpose Advocates the department's vision, mission and strategic agenda to the Section to ensure the Section's goals are strategically aligned.</p>	<p>Financial acumen Has a thorough understanding of financial forecasting and budget management for the Section. Manages budget efficiently and responsibly within delegation and DPTI procurement processes</p>
<p>Shows cultural respect. Values diversity and inclusion. Shows and promotes respect for diverse backgrounds, experience and perspectives. Invites and encourages diversity of thought. Demonstrates cultural sensitivity through the recognition of barriers to Aboriginal and Torres Strait Islander peoples' participation in departmental policies, programs, services and employment and implementing strategies to address those barriers.</p>	<p>Builds meaningful relationships Establishes, maintains and leverages strategic networks, internally and externally. Facilitates opportunities to engage and collaborate with other government departments.</p>	<p>Commits to continuous improvement and innovation Inspires and harnesses creativity in others, analysing trends, exploring possibilities and clearing the way for innovative solutions that improve the way we deliver. Assists others to address emerging challenges and risks and generates support for change initiatives.</p>	<p>Commits to developing skills and career Sets high personal goals for development to ensure best possible performance. Inspires ongoing learning and development in others. Creates an environment where people are open to recognising and learning from mistakes.</p>	<p>Technology Shows commitment to the use of existing and new technologies in the workplace. Maintains a level of currency regarding emerging technologies to help achieve organisational outcomes.</p>
<p>Embraces change Positively drives change and acts as a role model to others by displaying courage and resilience despite setbacks.</p>	<p>Influences and negotiates Influences and negotiates outcomes that are commercially and politically sound. Uses advanced negotiating techniques to resolve complex issues.</p>	<p>Evidence-based decision maker Makes evidence-based, timely and sound decisions supported by strong rationale and astute political awareness.</p>	<p>Recognises success Create opportunities for recognising and celebrating high performance at the individual and team level.</p>	<p>Project management Ensures DPTI's project-management framework is effectively implemented throughout the section.</p>
	<p>Commits to delivering community and customer-focused services Drives commitment to the department's Customer Service Charter and takes responsibility for meeting the service-excellence principles. Uses internal and external customer input and insights to drive innovation and continuous improvement and deliver public value.</p>			<p>Risk and compliance Embeds responsibility for compliance and risk management in day-to-day operations. Monitors and implements risk-mitigation strategies.</p>

Stream 4

Roles in this stream would typically consist of senior management and executive-level roles (indicative classifications include SAES1-2).

 Personal Attributes	 Building Relationships	 Achieving Results	 Leadership and Growth	 Performance Enablers
<p>Commits to the role of public service Upholds the highest professional standards and lives the DPTI values and public-sector values and ethics.</p>	<p>Communicates effectively Encourages debate and ideas from across the directorate, skills sets and stakeholders. Manages and resolves conflicts and disagreements in a constructive manner. Adapts communication style to suit to all levels and types of audiences. Provides communication links up and throughout the organisation. Represents the organisation and the public sector effectively in public and internal forums and advocates government policies and agenda.</p>	<p>Accountable for delivering results Creates a culture of achievement, fostering on-time and on-budget quality outcomes that provide social and economic benefit. Drives ownership and accountability for the directorate's results.</p>	<p>Leads high-performing individuals and teams Sets clear goals and performance standards for individuals and the team, focused on work outputs and behaviours. Attracts and retains a diverse and talented team. Builds effective teams. Coaches and develops individuals and teams to drive high performance. Provides regular feedback and acts quickly and effectively to address conflict and manage poor performance. Empowers individuals and teams and removes barriers to drive action and effectiveness.</p>	<p>Change management Actively drives change. Communicates the reasons for change and direction clearly and transparently. Models change behaviours and plays a pivotal role in reducing resistance and barriers to change.</p>
<p>Contributes to a positive culture of safety Leads a culture of commitment to safety and wellbeing of self, others and the community we serve. Proactively seeks out safety solutions, promotes DPTI's safety management systems and ensures safety is intrinsic in decision making.</p>	<p>Works collaboratively Identifies opportunities to work collaboratively across the division, government departments and in partnership with external stakeholders.</p>	<p>Is a strategic and future thinker Anticipates the future and thinks strategically when developing strategy to position DPTI as a modern public-sector organisation. Considers emerging trends, identifies long-term opportunities and balances agency requirements with whole-of-government goals.</p>	<p>Seeks clarity and purpose Develops, champions and reinforces the department's vision, mission and strategic agenda across the department, promoting an understanding of the links between the department's strategic agenda and government policies.</p>	<p>Financial acumen Applies strategic management of financial and budgetary compliance and governance responsibilities.</p>
<p>Shows cultural respect. Values diversity and inclusion. Leads and demonstrates respect for diverse backgrounds, experiences and perspectives. Encourages and incorporates diversity of thought into department policies/projects. Demonstrates cultural competence by actively engaging and addressing barriers to Aboriginal and Torres Strait Islander peoples' participation in departmental policies, programs, services and employment. Understands the impact of projects on the Aboriginal and Torres Strait Islander community and leads implementation in a culturally sensitive manner.</p>	<p>Builds meaningful relationships Manages complex stakeholder relationships and builds and maintains strategic networks. Identifies internal and external factors that impact the organisation.</p>	<p>Commits to continuous improvement and innovation Creates a culture that actively seeks opportunities to continuously improve and be innovative. Promotes calculated risk taking to drive innovation.</p>	<p>Commits to developing skills and career Maximises personal contribution at the highest level through continuous self-development.</p>	<p>Technology Encourages research and expert advice on the application of emerging technologies to achieve organisational outcomes.</p>
<p>Embraces change Creates a climate that encourages and supports openness, persistence and genuine debate around critical issues. Models courage and resilience.</p>	<p>Influences and negotiates Approaches complex negotiation with a strong grasp of key issues and presents a convincing and balanced rationale to agreeing on outcomes that align and meet organisational goals.</p>	<p>Evidence-based decision maker Provides high-level strategic advice to internal and external stakeholders and is able to make decisions in challenging, ambiguous and complex environments.</p>	<p>Recognises success Recognises and celebrates organisational success and high performance.</p>	<p>Project management Actively drives DPTI's project-management framework to ensure it is effectively implemented throughout the directorate.</p>
	<p>Commits to delivering community and customer-focused services Champions the implementation of the department's Customer Service Charter and takes responsibility for meeting the service excellence principles. Designs strategic solutions with the community and customers to deliver public value.</p>			<p>Risk and compliance Ensures that strategic-risk management is an integral part of managing their business. Has a good grasp of departmental risks and has treatments in place to address these.</p>





**For further information
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separation

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