

## **Broader Public Service - Effective Public Service Action Plan**

As a member of Manitoba's Broader Public Service established by the Public Services Act, Hanover School Division is committed to the effective delivery of services. The Division will regularly review its policies and procedures in an effort to ensure the following values are attained:

### **Service**

- A. Provide services fairly, reliably and competently;
- B. Focus on quality and outcomes to achieve performance standards;
- C. Be transparent to enable public scrutiny.

### **Collaboration**

- A. Invite teamwork and collaboration to maximize strategic investment in delivering services;
- B. Engage and collaborate with the public to provide the opportunity to inform, develop and implement services;
- C. Advance reconciliation through concrete and constructive partnerships with Indigenous peoples.

### **Innovation**

- A. Be flexible and creative in the delivery of public services so as to adapt quickly and effectively to changes in priorities and needs of the public;
- B. Engage in strategic and predictive decision-making;
- C. Experiment and measure results to identify opportunities for new responses to complex problems.

### **Sustainability**

- A. Exercise skill and judgment in the use of public resources in delivering services;
- B. Continually evaluate services to determine if those services are meeting the needs of the public in an efficient and responsive manner.