



...helping to oil the wheels of State Governments

Australia's six State and two Territory Governments are responsible for providing a vast range of facilities and services to their people. These include services as diverse as Healthcare and Roads, Education and Housing, Child Safety and Police; Fire services and Prisons; and commercial enterprises selling goods and services to the community. State and Territory Governments directly employ a total of 1.4 million people across Australia, or about 13% of people in employment in the country. Wages paid to employees of State and Territory governments are almost \$80 billion a year.

Many of these people work in services which attract very high levels of public interest, as the costs of state governments are met by taxpayers, who are also the recipients of the services provided by state and territory governments. Political activity and publicity can frequently be unwelcome accompaniments to people working in the public service, as media attention tends to be attracted more to sensation than to success.

This imposes additional requirements upon State and Territory Governments to run their departments more efficiently, to ensure that records are precisely collected and maintained; and to guard against key tasks "falling through the cracks." The Transparency demanded of taxpayer-funded organizations in the twenty-first century demands higher levels of discipline and accountability upon public service officials than ever before. This can increase stress levels within the organization, and it is essential that employees are given all the assistance possible in order to ensure that they have all the skills and the tools necessary to meet the exacting standards required of them without causing increases in stress.

Priority Management

... showing public servants a better way to work

Priority Management has worked for many years with the Governments of every State and Territory in Australia to:

- ⇒ Provide skills to Employees to manage their time more productively, manage their emails and other information more effectively and hence be more stable and less stressed;
- ⇒ Manage projects on time, on budget, every time, both large and small;
- ⇒ Use new technology mobile devices like Blackberries easily and effectively;
- ⇒ Coach their staff to improve individual and team performance, improve influencing and communication skills and acquire negotiating skills that provide lasting win-win outcomes;
- ⇒ Improve Customer Service and a wide range of selling skills to assist in business enterprises and customer contact areas.



What State and Territory Government employees say...

I have gained heaps of knowledge about Lotus Notes. I believe all employees should attend this training.

David Sundajit, Dept Main Roads (Qld)

Vic Pol will have a more structured approach to negotiations, and more effective strategic engagement with stakeholders.

Richard Grant, Victoria Police

I have been doing project management for many years – this is so good at putting all that theory in to a practical process that works!!!

Jaqueline Marcus NSW Health

I will get efficiency gains from my Blackberry

Randall Cox, Dept Natural Resources (Qld)

Great course, just at the right pace and level for the group. Look forward to getting started and the follow up visit!

David McCutcheon Sergeant, WA Police

This is an overall approach to managing calendar, tasks, inbox, contacts and desk. Excellent! I will recommend it to colleagues and friends.

Richard Day, Dept Transport, Energy & Infrastructure, (SA)

Great System. Great Workshop. I'll be better organized, less stressed, more productive.

Cate Hill, Dept Primary Industry (Vic)

Just what I needed ! Good quality materials and very good instructor.

Sean Holden, Regional Ministerial Office, Flinders and Outback (SA)

I would estimate the amount of extra productive time the program has created at 30-60 mins, but I think this would increase if I were in a different role.

Katrina Baxendell, Economic & Cross-portfolio Branch, Corporate Policy Division (NSW)

Fantastic - very relevant and responsive to our needs. A knowledgeable and friendly presenter.

Cassy Coggins, Dept of Education (NT)

The organization will get more accurate programming and tracking from Microsoft Project

Rachel Petie, Project Services, (Qld)

The members of my team who attended your Priority Management course in Hobart were really impressed with the quality of the course and the knowledge and skill development associated with it.

Jan Newton, Dept of Education, Tasmania

I will be more effective at managing my workload. Very happy I attended this course.

Murray Lynch, Gippsland Water, Vic

The whole of QFRS will have more efficient running of projects

Mick Rotar, Queensland Fire and Rescue Services

Some Departments who have worked with Priority Management...

New South Wales

Countrylink
Human Services Network
Industry & Investment NSW
NSW Ambulance Service
NSW Dept of Health
NSW Dept of Housing
NSW Dept of Juvenile Justice
NSW Dept of Planning
NSW Fire Brigades
NSW Food Authority
NSW Medical Board
Police Academy of NSW
Railcorp
Sydney Ferries.

Northern Territory

Dept of Infrastructure,
Planning & Environment
Dept of Education

Tasmania

Dept of Education

Queensland

Dept of Emergency Services
Dept of Main Roads
Dept of Communities
Education Queensland
Queensland Health
Dept of Natural Resources
Dept of Housing
Dept of Local Government
Dept of Industrial Relations
Dept of Mines and Energy
Dept of Housing
Dept of Infrastructure
Dept of Child Safety
Tourism Queensland

Victoria

Dept of Primary Industry
Parliament Victoria
Victoria Police
State Emergency Services
Dept of the Premier
State Services Authority
Vic Urban

South Australia

Dept of Human Services
Dept of Environment & Heritage
Dept of Premier and Cabinet
Dept of Correctional Services
Dept of Health
SA Tourism Commission
Art Gallery of SA
SA Water
SA Police

Western Australia

Dept of Agriculture
Dept of Justice
Dept of Attorney-General
Dept of Corrective Services
Dept of Industry and Resources
Dept of Local Government
WA Police Services
Dept of Water
Water Services Board