

OFFICE OF SPORT

CASE
STUDY

OCTOBER 2018



TAFE NSW

ENTERPRISE



Office
of Sport

CUSTOMER PROFILE

Company: Office of Sport

HQ: Sydney, NSW

Industry: Public Service/Government

Products and services: The Office of Sport is responsible for planning, managing and delivering high quality venues and facilities, sport and active recreation development programs, in addition to high performance sport, while ensuring ongoing integrity and safety.

Number of employees: Over 100

Website: sport.nsw.gov.au



Established in 2014 as the NSW Government's lead agency for sport, the Office of Sport was created to bring together divisions and entities related to sport and active recreation. Their vision - to create a vibrant and valued sport and active recreation sector that enhances the lives of the people of NSW. Key to this vision is their people.

An organisational survey in 2017 highlighted variances in leadership and management styles and capabilities throughout the agency. Working towards their strategic objective of an employee engagement rating of 75% by 2020, the Office of Sport contacted TAFE Enterprise to implement a training solution.

Within six weeks of initial discussions TAFE Enterprise had devised a customised Certificate IV in Leadership and Management, specific to the needs of the Office of Sport.



THE BRIEF

- Accredited training focused on People Managers/Leaders
- Offer onsite training that is fit-for-purpose, flexible and relevant
- Be a trustworthy partner that provides end-to-end services and delivers quality, consistent levels of training
- Deliver two-day blocks of training on rotation across five Office of Sport locations
- Provide staff with an opportunity to form relationships with other colleagues and experience different locations and customer service situations
- Deliver a nationally recognised qualification, the Certificate IV in Leadership and Management

WHY TAFE ENTERPRISE?

Previous successful experiences working with TAFE Enterprise made the decision relatively easy. When combined with the customised training solution we were able to create, the choice was simple.

RESULTS

Since commencing work with TAFE Enterprise in April 2018, the management team have noted an increase in social cohesion and collaboration throughout the organisation. Staff appear more open-minded and receptive to learning from each other.

TAFE Enterprise has also been commended for:

- A dynamic and engaging facilitator, who has been able to energise the staff and make a difference
- Our ability to deliver contextualized course content that's specific to the Office of Sport's needs
- Our ability to be a catalyst for cultural change throughout the organisation
- Our flexible delivery options





“ Building the capability of our people is central to the Office of Sport realising its vision of a vibrant and valued sport and active recreation sector that enhances the lives of the people of NSW. By partnering with TAFE Enterprise, we have developed a customised program that has led to greater cross-team collaboration and has developed resilient managers for the future.

Darren Husdell - HR Director



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