



Australian Embassy

Vietnam



Ho Chi Minh National Academy of Politics

HƯỚNG TỚI DỊCH VỤ CÔNG XUẤT SẮC: THỰC TIỄN TỐT NHẤT VÀ BÀI HỌC CHO VIỆT NAM

**Towards Public Service Excellence:
Best practice and implications to Vietnam**

Professor Adam Graycar - University of Adelaide

Hanoi, 21 March 2024

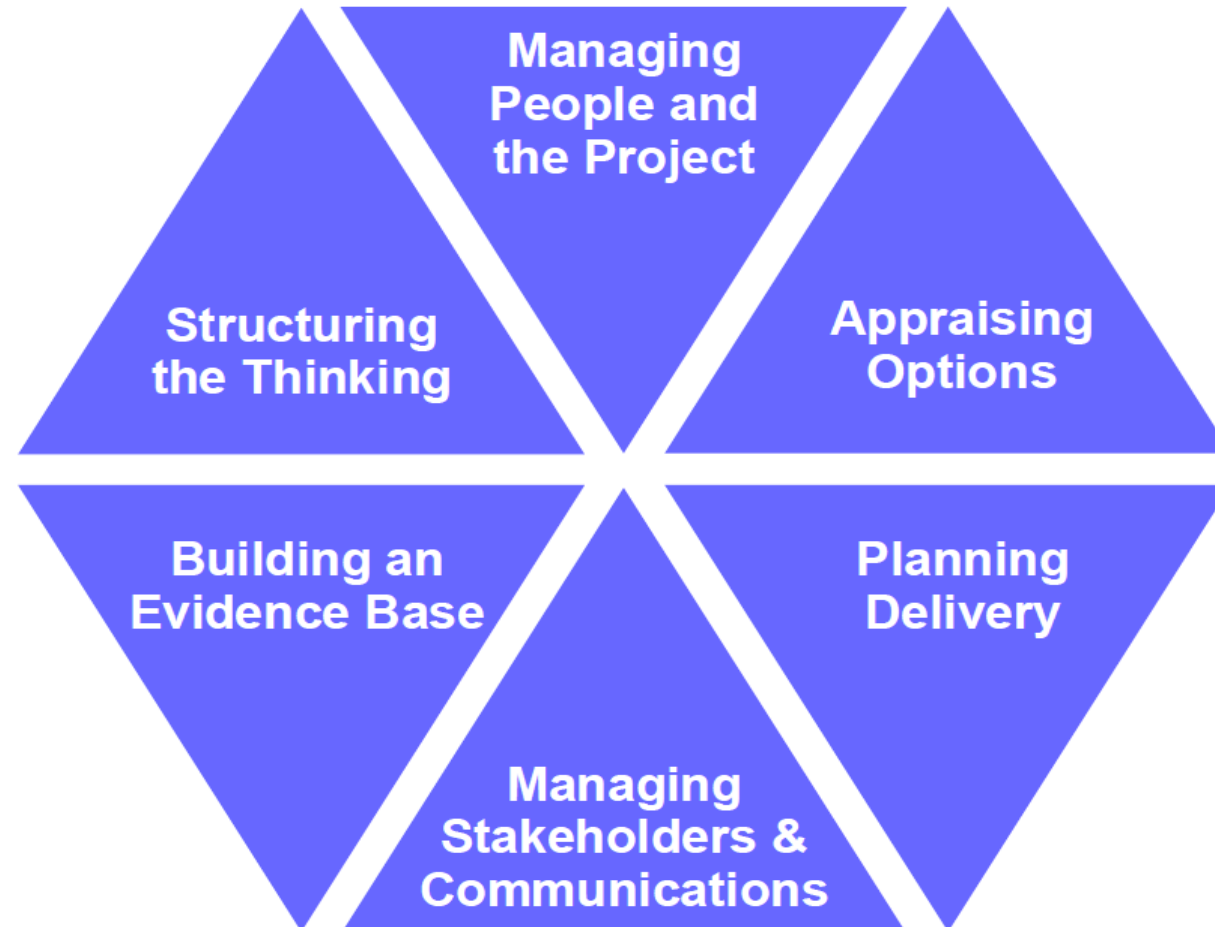
A strong economy needs

- Capable and skilled public service
- Appropriately remunerated public service

Built on a foundation of integrity

Policy fundamentals

Source: Cabinet Office UK



Report 1

1. Anti-corruption in Vietnam: challenges and recommendations
2. Recruiting and using talent in the public sector: Vietnam's challenges and recommendations
3. Salary reform and financing
4. Performance assessment and management

Report 2

(focus on best practice)

1. Legal Reform
2. Integrity in decision making and focussed fence breaking
3. Performance systems and agency capability reviews
4. Capacity Building: lifelong learning for civil servants
5. Evaluation and learning from success and failure

Ethical decision making

Ethical decision making underpins good public service outcomes

- An ethical framework
- Accountability mechanisms
- An integrity roadmap
- Fence breaking protections

An Ethical Framework

- Rules
- Values

Compliance based or Values based

Public Service Professionalism

- Demonstrating competence and expertise in the relevant field
- Treating all individuals fairly and with respect
- Upholding the dignity and values of public service
- Adhering to legal frameworks and respecting the law
- Ensuring that actions and decisions align with established laws and regulations
- Avoiding the abuse of power and ensuring due process

Accountability mechanisms

- Who is accountable?
- To whom is one accountable?
- For what is one accountable?

Integrity Roadmap

- Code of conduct
- Leadership - “Tone at the top”
- Ethics Committee
- Risk assessment
- Consequences for violations
- Continuous improvement
- Whistleblower protection

Fence breaking protections

- Uncertainty about boundaries - what is corrupt/ what is not
- Creating new rules not the solution
- Informal mechanisms
- Formal mechanisms

Fence breaking

Public servants should:

- Understand codes of conduct and ethical guidelines
- Make sure decision making is transparent and well documented
- Seek advice from trusted colleagues and superiors
- Demonstrate personal integrity in all aspects of one's professional life
- Seek legal advice to understand the boundaries of authority and responsibilities

Fence breaking

Formal Mechanisms

Integrity Advisor/ Commissioner

Give written and confidential advice on”

- ethics or integrity issues
- conflict of interest issues
- interest issues (ownership of individual or family)

If advice is provided and the officer acts on that advice, then they are not liable in civil or legal proceedings

THANK YOU!

TRÂN TRỌNG CẢM ƠN!

